

V O C A L C O M   H e r m è s . N e t

R e p o r t i n g . N e t   -   U s e r   M a n u a l

Version	Date	Author
.Net v4.1	31/01/2012	Vocalcom Benelux

## LEGAL STATEMENT

This documentation is protected by national and international copyright laws.

The VOCALCOM<sup>®</sup> name and its logo are registered trademarks of VOCALCOM S.A. with its corporate head office at 7 rue de Tilsitt, 75017 Paris, France. The HERMES PRO<sup>™</sup> name is protected by national and international usage rights for a trade name and more generally, by national and international software protection legislation. The other names, brands and trade names mentioned belong to their respective owners.

**Reproducing all or part of this documentation on any media whatsoever is forbidden without the express prior approval of the publisher (art. L122-4 and L122-5 of the French Intellectual Property Code).**

The publisher cannot accept liability for any typographical errors, picture printing errors or any other symbol error nor can it accept liability for consequences arising from the incorrect use of this documentation.

The sole purpose of this documentation is to educate and train individuals. It cannot in any way be interpreted as a contract, agreement (including *sui generis*), an advertising and/or promotional media, in any form whatsoever.

© 1996-2006 VOCALCOM S.A. – All rights reserved

## Index

<b>1</b>	<b>I N T R O D U C T I O N</b>	<b>5</b>
1.1	General Information	6
1.2	What's new since last version	<b>Error! Bookmark not defined.</b>
1.3	First Steps	7
1.4	The application selection screen	8
1.5	The Main screen	9
1.6	General information on options and filter screen	10
1.6.1	Date range	11
1.6.2	Filters	12
1.6.3	Report type selection	13
1.7	Generating a report	13
<b>2</b>	<b>O U T B O U N D C A M P A I G N S</b>	<b>1 5</b>
2.1	Call file progress report	16
2.2	Call qualifications report	19
2.3	Call qualifications by agent report	20
2.4	Call status distribution report	21
2.5	Call status by agent distribution report	23
<b>3</b>	<b>I N B O U N D C A L L S C A M P A I G N</b>	<b>2 8</b>
3.1	Campaigns overview	29
3.2	Campaigns report	30
3.3	Calls distribution report	35
3.4	Waiting time report	38
3.5	Calls qualifications report	42
3.6	Calls qualifications by agent report	44
3.7	Call status distribution report	46
3.8	Call status by agent distribution report	49
<b>4</b>	<b>M A N U A L C A L L S</b>	<b>5 2</b>
4.1	Manual calls report	53
4.2	Calls qualifications by agent report	54
4.3	Calls status by agent distribution report	57
<b>5</b>	<b>E - M A I L S C A M P A I G N S</b>	<b>6 0</b>
5.1	E-Mails distribution report	61
5.2	E-Mails qualifications report	63
5.3	E-Mails qualifications by agent report	65
5.4	E-Mails status distribution report	67
5.5	E-Mails status by agent distribution report	69
<b>6</b>	<b>C H A T C A M P A I G N S</b>	<b>7 1</b>
6.1	E-Mails distribution report	72
6.2	Chat campaigns report	73

6.3	Chat distribution report per country	75
6.4	Chat statusreport	77
6.6	Chat status per agentreport	78
6.6	Chat status distribution report	79
6.7	Chat status per agent distribution report	80
<b>7</b>	<b>A G E N T   A C T I V I T I E S</b>	<b>8 1</b>
7.1	Agents report	82
7.2	Activities by agent	84
7.3	Activities by date	86
7.4	Agents state distribution	87
7.5	Agents state distribution (with e-mails)	89
7.6	Billing by agent report	89
7.7	Billing by date report	89
7.8	Agent production report	89
<b>8</b>	<b>I V R   R E P O R T</b>	<b>9 7</b>
8.1	IVR distribution report	97
8.2	IVR message report	99
8.3	IVR durations report	100
<b>9</b>	<b>S C H E D U L E   R E P O R T S</b>	<b>9 6</b>
9.1	Setup and save report	96
9.2	Schedule report	97
9.3	Send report via email	98
9.4	Open generated report	99

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here.**

## 1   I N T R O D U C T I O N

This chapter provides a general overview of the Reporting.Net application and how to launch it.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 1.1 General Information

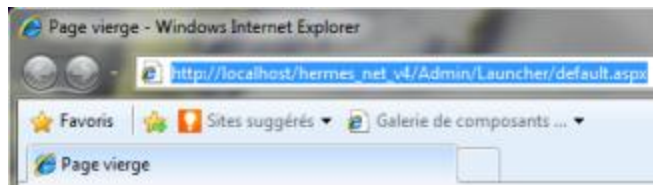
Hermès.Net Edition and its applications provide a report creation tool called « Reporting.Net ». This document explains in detail all available functions. This application allows a user to parameterize and view pre-defined reports relative to campaign, calls, and Call Center agent activities.

An advanced reporting definition document is now available and provides all technical references and formulas used in this module.

## 1.2 First Steps

Once the application is installed, it can be accessed through the following URL:

[http://localhost/hermes\\_net\\_v4/admin/](http://localhost/hermes_net_v4/admin/)



The first start-up after installation typically requires a bit more time before the ID screen is displayed. (All future launches will be significantly faster).

Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.



In this window, the user has to enter his identification information before he can start using the application.

The **language** field allows you to change the language displayed in the application.

After entering the necessary information, the user presses the enter button, or clicks on the



button upon which the system verifies the data. If the information and password are correct, the application selection window appears.







Note: if you add the URL listed in the trusted sites of Internet Explorer of the workstation on which the application is running, the status bar at the bottom of the screen does not appear.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 1.3 The application selection screen



In this window the user can launch one of the following applications:

-  Administration
-  Web Scripter
-  Planning
-  Reporting
-  Supervision
-  Agent

These applications are available depending on the rights given to the identified user. If only one application was made available to him, the system will automatically launch it. If not, the user



must press the button next to the application he wants to start.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

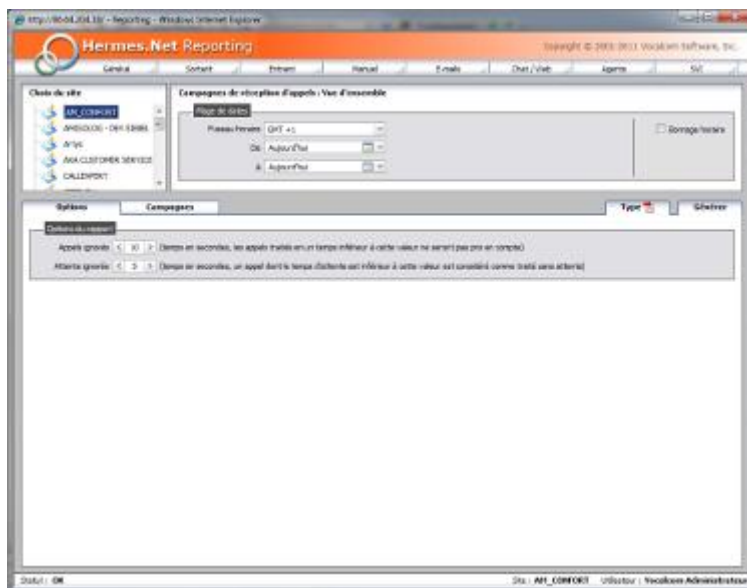


The name of the user is indicated at the bottom of the window as a reminder. The button on the right allows you to go back to the previous screen and change the language or identifier.

This document only explains the Reporting application. Please refer to other documents for other applications.

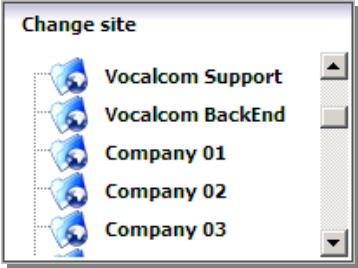
## 1.4 The Main screen

When launched, the application shows a screen with the first kind of report ready to be configured: **Inbound Campaigns overview**.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The reports available through this application only relate to the site to which the user belongs. When the user identified by the application is an administrator of the company, the tree-view zone in the left up corner of the window allows him/her to possibly select another company site.



In the main menu, all the reports are grouped by data type.

**Outbound Calls Reports, Inbound Calls Report, Manuals Calls, E-mails Campaigns, Chat Campaigns, IVR reports and Agents Activities Report.**

Click on the name of the report to open the configuration window of the report selected.

Each report asks that application start and end dates be entered. The following parameters depend on the type of report selected.

## 1.5 General information on options and filter screen


### 1.5.1 Date range


In general, the first part of the screen allows selecting the date range to take into account for generating the report information.


**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

Plage de dates

Fuseau horaire GMT +1 ▼

De Aujourd'hui  ▼

à Aujourd'hui  ▼

Choose here the date period desired. By clicking on the  button, the calendar in which you may select the dates will pop up.

2011 Janvier ◀ ▶						
Lu	Ma	Me	Je	Ve	Sa	Di
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Today's date is marked by a red circle.

The date selected is marked by a blue square.

The other months and years are accessible using the ◀, ▶, and ◀◀, ▶▶ arrows.

By un-checking the box **From**, you indicate that your report must take into account all data, without any starting date limit.

By un-checking the box **To**, you indicate that your report must take into account all data recorded up to date.


**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

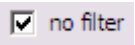
### 1.5.2 Filters

Other filtering options are offered through specific tabs on the below part of the screen. (In this example, a tab is relative to the **Campaigns** but it's also applicable to agents and supervision groups).



The screenshot shows the 'Campagnes' tab in the software interface. It features a list of campaigns with checkboxes, a 'Groupe de supervision' dropdown, a 'Superviseur' dropdown, and a 'Sélectionner tout' button. The list includes campaigns like '3232 - test sda virtuelle', '3333 - SDA VIRTUEL TEST MICHAN', '4423 - SDA VIRTUEL TEST', '4424 - CCA entrant\_', and '5530 - DEMO'. There is also a checkbox for 'pas de filtre' and a checkbox for 'afficher la liste dans le rapport'.

The  button allows checking all of the campaign boxes at once.

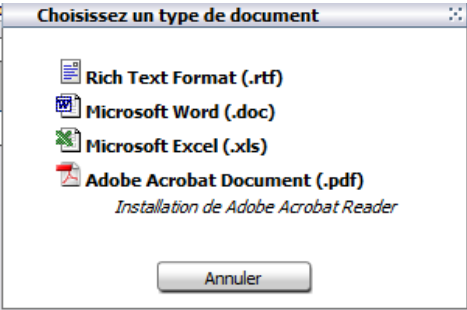
The checkbox  allows specifying that the user wants to cancel all filters to select all the data in the database, including the campaigns (or agents) that have been eliminated, but existed before and were active during the time period selected.

An extra filter based on supervisor groups and names is also proposed at the right of the tab.

### 1.5.3 Report type selection

At the top of the tab, **Type** can be used to select the report type.

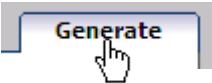
Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.



Once the type has been selected, it's indicated by an icon and it's used for every future report generation.

### 1.6    Generating a report

The **Generate** label allows generating the current report.

























The window **Asked reports list** opens and lists all the reports generated during the session.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. – Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**


http://86.64.204.18/ - Reports List - Windows Internet Explorer

**Liste des rapports générés ou en cours de génération**

Rapport	Etat	Date	Début	Fin	Type	Actions
 AGENT DAILY	Rapport créé	lundi 28 mars 2011	06:00:00	06:00:03		Ouvrir Supprimer
 AGENT DAILY	Rapport créé	dimanche 27 mars 2011	06:00:02	06:00:04		Ouvrir Supprimer
 AGENT DAILY	Rapport créé	samedi 26 mars 2011	06:00:02	06:00:04		Ouvrir Supprimer
 AGENT DAILY	Rapport créé	vendredi 25 mars 2011	06:00:03	06:00:06		Ouvrir Supprimer
 Facturation par agent	Rapport créé	jeudi 24 mars 2011	18:13:15	18:13:17		Ouvrir Supprimer
 Facturation par agent	Rapport créé	jeudi 24 mars 2011	18:12:50	18:12:52		Ouvrir Supprimer
 Facturation par agent	Rapport créé	jeudi 24 mars 2011	18:12:25	18:12:27		Ouvrir Supprimer
 Facturation par agent	Rapport créé	jeudi 24 mars 2011	18:11:10	18:11:12		Ouvrir Supprimer
 Facturation par agent	Rapport créé	jeudi 24 mars 2011	18:10:45	18:10:48		Ouvrir Supprimer
 AGENT DAILY	Rapport créé	jeudi 24 mars 2011	06:00:02	06:00:05		Ouvrir Supprimer
 AGENT DAILY	Rapport créé	mercredi 23 mars 2011	06:00:02	06:00:05		Ouvrir Supprimer

*Pour sauvegarder un rapport sur votre disque dur, cliquez avec le bouton droit sur un des liens "Ouvrir" d-dessus et choisissez "Enregistrer la cible sous..."*

Each generated report stays available and can be opened later by clicking on **Open**.

Rapport	Etat	Date	Début	Fin	Type	Actions
 AGENT DAILY	Rapport créé	lundi 28 mars 2011	06:00:00	06:00:03		Ouvrir Supprimer

Report opens in an Internet Explorer window, and can be saved locally under the corresponding format, using the option **File -> Save as**.

Report can also be deleted.

Note that this window can also be opened at any moment via the **General** menu, by clicking on the **Asked Reports list** item.

## 2 O U T B O U N D C A M P A I G N S

This set of reports is based on the activities of outbound campaigns and on the distribution of their calls.

5 predefined reports are proposed and detailed in this chapter:

- Call file progress report
- Call qualifications report
- Call qualifications by agent report
- Call status distribution report
- Call status by agent distribution report

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 2.1 Call file progress report

This report allows visualizing the distribution of recordings of calls files based on their status.

### Options tab

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

**For each campaign Show:** allows choosing if you want to visualize the data for:

- all call files and summary
- only currently used call file
- currently used call file and summary
- all call files

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.





Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

VOCALCOM

Call file progress report

Filter set on campaigns :

tr

test

maandag

Demo\_outbound

Records

	Number	Abs. %	Category %
To call			
■ Notprocessed	291	93.6%	96.0%
■ To call back (personal)	0	0.0%	0.0%
■ To call back (global)	5	1.6%	1.7%
■ To retry	7	2.3%	2.3%
	303		
Finished			
■ Excluded	3	37.5%	37.5%
■ Completed	5	1.6%	62.5%
■ Unreachable	0	0.0%	0.0%
■ Invalid number	0	0.0%	0.0%
	8	2.6%	
All	311		

Attempts before a record is set in state

	Number	Abs. %	Category %	Average	Duration	Avg. dur.
To call						
■ To call back (personal)	0	0.0%	0.0%	0.0	0	0
■ To call back (global)	0	0.0%	0.0%	0.0	0	0
■ To retry	7	50.0%	100.0%	1.0	1:35	13
	7	50.0%		0.0	1:35	13
Finished						
■ Excluded	0	0.0%	0.0%	0.0	0	0
■ Completed	7	50.0%	100.0%	1.4	1:43	14
■ Unreachable	0	0.0%	0.0%	0.0	0	0
■ Invalid number	0	0.0%	0.0%	0.0	0	0
	7	50.0%		0.3	1:43	14
All	14			0.0	3:18	14

Conversations before a record is set in state

	Number	Abs. %	Category %	Average	Duration	Avg. dur.
To call						
■ To call back (personal)	0	0.0%	0.0%	0.0	0	0
■ To call back (global)	0	0.0%	0.0%	0.0	0	0
■ To retry	1	14.3%	100.0%	0.1	1:35	1:35
	1	14.3%		0.0	1:35	1:35
Finished						
■ Excluded	0	0.0%	0.0%	0.0	0	0
■ Completed	6	85.7%	100.0%	1.2	1:43	17
■ Unreachable	0	0.0%	0.0%	0.0	0	0
■ Invalid number	0	0.0%	0.0%	0.0	0	0
	6	85.7%		0.3	1:43	17
All	7			0.0	3:18	28

The report is divided into 3 frames.

## Records

## Attempts before a record is set in state

## Conversations before a record is set in state

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

In these three reports, the files are divided in calls categories « to call » or « finished ». Next to each category, the distribution of calls is represented graphically.

Records			
	Number	Abs. %	Category %
To call			
■ Not processed	4	14,8%	19,0%
■ To call back (personal)	0	0,0%	0,0%
■ To call back (global)	0	0,0%	0,0%
■ To retry	17	63,0%	81,0%
	21	77,8%	

In this example, the blue-cyan line in interpreted as follows:

Not processed (blue): 4 (19%)



To retry (cyan): 17 (81%)



In this report, the percentages of the number of calls by call result and in comparison to the total number of calls are also shown.

In the last two reports are also shown the average quantity and the average duration of calls by result.

The second report gives the total number of attempts done by the system classed by final result. This number must be divided by the number of file record having the same result (this information can be found in the first table) to find the average of attempts by records.

Note that recycling process will always cause abnormal results into this report: the number of attempts will increase at each file processing, and not the number or physical records. The average will thus also be erroneous.

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 2.2 Call qualifications report

This report gives an overview of the number of calls, the durations of communications, wrap-up and handling of inbound calls based on their qualification, for campaigns and agents selected, in a defined time period (detailed by campaign).

### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)









If you have chosen the detailed display, a page shows the data of a single campaign.

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurrences	Percentages	Online	Avg. Wrap.	Hand.	Profits	Occurrences graph
<b>Not argued (and not positive)</b>							
busy	4	22.2%	3:03	0	3:43	0.00€	
personal callback	3	16.7%	15	0	15	0.00€	
callback	3	16.7%	2:01	0	2:01	0.00€	
	10	55.6%	2:10	0	2:10	0.00€	
<b>Others</b>							
Not qualified	2	11.1%	17	0	17	0.00	
Unknown status (1)	5	27.8%	36	0	36		
Unknown status (3)	1	5.6%	17	0	17		
	8	44.4%	29	0	29	0.00	
<b>Total</b>	<b>18</b>	<b>100.0%</b>	<b>1:25</b>	<b>0</b>	<b>1:25</b>	<b>0.00€</b>	

Ratios	Occurrences
Positive / Argued	0.0%
Positive / All	0.0%
Argued / All	0.0%

Time costs	Online duration	Handling duration
Positive	0	0
Argued	0	0
Call	1:25	1:25

Occurrences and percentage of calls, average duration of communications,  
Wrap-up and handling,  
estimates of the profits,  
graphic representations of occurrences  
by qualification  
and by type of qualification (positive, argued).

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Total duration of communications and treatment by type of qualification (positive, argued and not qualified)**

## 2.3 Call qualifications by agent report

This report gives an overview of the number of calls, the durations of communications, wrap-up and handling of inbound calls based on their qualification, for campaigns and agents selected, in a defined time period (detailed by agent).

### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agents pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurrences	Percentages	Online	Avg. Wrap. Hand.	Profits	Occurrences graph
<b>Not argued (and not positive)</b>						
busy	3	60.0%	4:53	0	4:53	0.00€
callback	1	20.0%	15	0	15	0.00€
	4	80.0%	3:44	0	3:44	0.00€
<b>Others</b>						
Unknown status (3)	1	20.0%	17	0	17	
	1	20.0%	17	0	17	
<b>Total</b>	<b>5</b>	<b>100.0%</b>	<b>3:02</b>	<b>0</b>	<b>3:02</b>	<b>0.00€</b>

Ratios	Occurrences
Positive / Argued	0.0%
Positive / All	0.0%
Argued / All	0.0%

Time costs	Online duration	Handling duration
Positive	0	0
Argued	0	0
Call	3:02	3:02

Occurrences and percentage of calls, average duration of communications, Wrap-up and handling, estimates of the profits, graphic representations of occurrences by qualification and by type of qualification (positive, argued).

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).**

**Total duration of communications and treatment by type of qualification (positive, argued and not qualified)**

## 2.4 Call status distribution report

This report gives the detail of calls quantity done by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).

A graphical view is also generated.

### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## Standard

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaigns pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Sold	0	1	0	0	0	0	0	1	0	1	1	0	0	2	2	3	0	1	6	2	0	1	0	0	
Sold	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Total	0	1	0	0	0	0	0	1	0	1	1	1	0	2	2	3	0	1	6	2	0	1	0	0	

Argued (and not positive)																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Not Sold	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0	

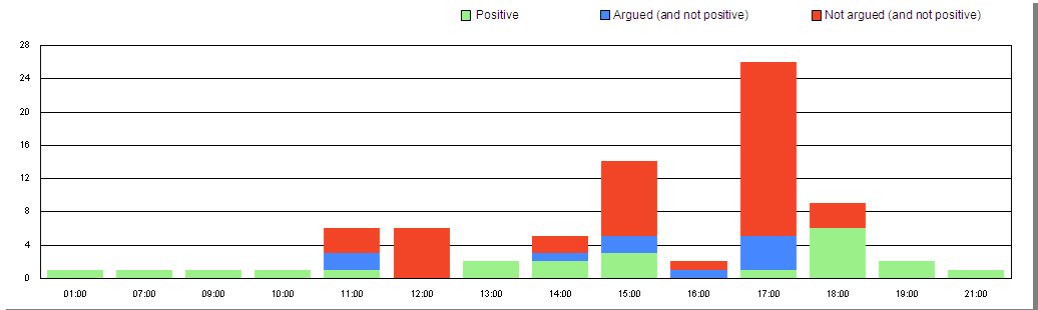
Not argued (and not positive)																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
absent	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	1	0	0	0	0	0	0	
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	14	0	0	0	0	0	0	
Not Interested	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	
Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	
personal callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
personal callback	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	0	0	0	3	6	0	2	9	1	21	3	0	0	0	0	0	

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.



Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



## 2.5 Call status by agent distribution report

This report gives the detail of calls quantity done by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Sold	0	1	0	0	0	0	0	0	1	0	1	1	0	0	2	2	3	0	1	6	2	0	1	0	0
Sold	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	
Total	0	1	0	0	0	0	0	0	1	0	1	1	1	0	2	2	3	0	1	6	2	0	1	0	0

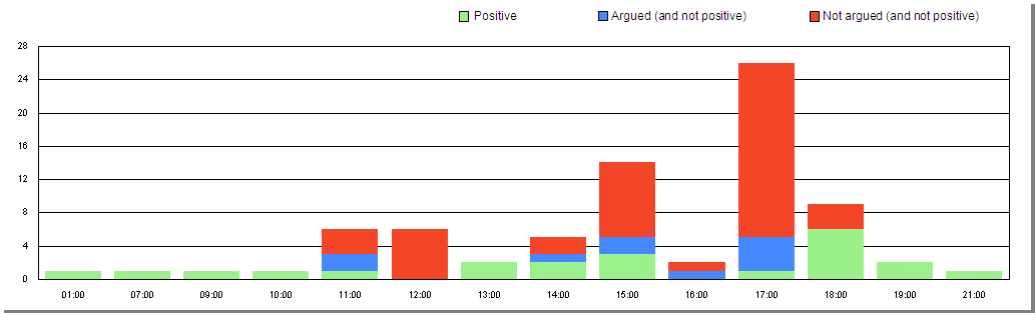
Argued (and not positive)																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Not Sold	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0

Not argued (and not positive)																									
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0
absent	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	1	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	14	0	0	0	0	0	0	0
Not Interested	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	3	6	0	2	9	1	21	3	0	0	0	0	0	0

Outbound Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here.**

### 3 I N B O U N D C A L L S C A M P A I G N

This set of reports is based on the activities of inbound call campaigns and on the distribution of calls.

8 predefined reports are available and detailed in this chapter:

- Campaigns overview
- Campaigns report
- Calls distribution report
- Waiting time report
- Calls qualifications report
- Calls qualifications by agent
- Call status distribution report
- Call status by agent distribution report

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 3.1 Campaigns overview

This first report gives you an overview of inbound calls and their status, within the frame of selected campaigns in a defined time period.

### Options tab

This tab allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Ignorable wait:** Enter here the maximum duration of queuing time below which calls are considered as immediately answered (ie. If Ignorable wait = 5 seconds, the calls answered with a waiting time of maximum 5 seconds are considered as calls treated immediately).

These delays are expressed in seconds.

Once created, the report is presented in a separate window.

Campaign	Calls	Closed	Overflow	Rerouted	Lost	IVR	Abandon	Completed	Transferred	Avg talk	Avg wait	Avg aband
4262	176	0	0	0	9	13	8	145	1	16	10	12
		0.0%	0.0%	0.0%	5.1%	7.4%	4.5%	82.4%	0.6%			
4280	10	0	1	0	0	5	0	4	0	46	38	0
		0.0%	10.0%	0.0%	0.0%	50.0%	0.0%	40.0%	0.0%			
4281	132	6	5	0	14	36	3	67	1	1:43	18	22
		4.5%	3.8%	0.0%	10.6%	27.3%	2.3%	50.8%	0.8%			
8357	18	1	3	0	0	6	2	6	0	2:21	24	1:07
		5.6%	16.7%	0.0%	0.0%	33.3%	11.1%	33.3%	0.0%			
Total	338	7	9	0	23	60	13	222	4	46	12	22

The time and date range as well as the filtering parameters are noted in the above table.

In this table, the campaigns selected are listed on the left. For each one, it is possible to view the total number of calls, and then their status. (The fields listed are presented with their formulas in parentheses.)

**Calls (@IsACall):** all calls arriving at the Call Center.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Closed (@IsClosed):** calls that arrived at the Call Center outside opening hours.

**Overflow (@IsOverflow):** calls that are redirected to the overflow procedure.

**Rerouted (@IsRerouted):** calls redirected to another destination.

**Lost (@IsLost):** calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

**IVR (@IsLostInIVR) :** calls that are redirected to the IVR and hung up.

**Abandon (@IsAbandoned):** calls that are not lost, that have arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

**Completed (@IsAnsweredWithoutTransf):** calls that are not lost and treated by an agent (non transferred).

**Transferred (@IsAnsweredWithTransfer):** calls that are transferred from one agent to another.

Then, the average durations are detailed per campaign:

**Avg. Talk. (@AvgConvDuration):** average conversation time

**Avg Wait (@AvgAnsweredWaitDuration):** average queuing time.

**Avg. Aband (@AvgAbandonWaitDuration):** average abandon time. A call is abandoned if it is neither lost, nor outside opening hours, nor redirected to the overflow procedure, nor treated by an agent. It is the queuing time of this call that is used here.

Under each value shown in this table, the percentage compared to the total number of inbound calls by campaign is displayed.

Under this table, the total of all campaigns is shown.

## 3.2 Campaigns report

This report gives an overview of inbound calls and their status, within the framework of selected campaigns in a defined time period.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## Options tab

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost calls.

**Service level:** Enter here a time reference used to compare the queuing times of calls.

**Ignorable wait:** Enter here the maximum queuing duration under which a call is considered as immediately handled (as if there was no queuing time).

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into three frames:

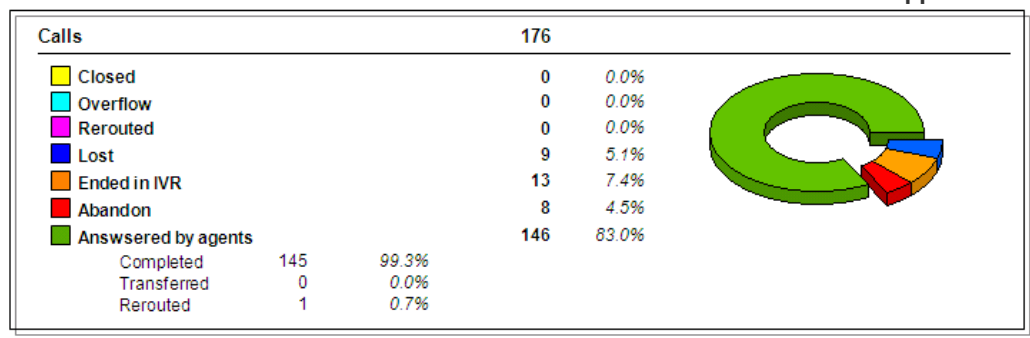
**The graphical distribution of call results.**

**The list of call durations classified by results.**

**The ratio of calls in comparison to the defined service level.**

The date and filtering parameters are recalled at the top of the table.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



In the **Calls** frame, the data presented are the following.

**Closed (@IsClosed):** calls that arrived at the Call Center outside opening hours.

**Overflow (@IsOverflow):** calls that are redirected to the overflow procedure.

**Rerouted (@IsRerouted):** calls that are redirected by the IVR to another destination. Don't confuse this value with the value **Rerouted** under **Answered by agents**, which concerns calls transferred by agents to an external destination, not by IVR.

**Lost (@IsLost):** calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

**Ended in IVR (@IsLostInIVR):** calls that are redirected to the IVR and hung up.

**Abandon (@IsAbandoned):** calls that are not lost, that arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

### Remark :

Calls not closed by agent and not redirected to the overflow or rerouted, get to 3 different categories:

- if the handling duration is less than the **Lost time** value, the call gets to the **Lost** category.
- else, if the call was hanged up in the waiting queue, it gets to the **Abandon** category.
- else, if it was hanged up during IVR handling, it gets to the **Ended in IVR** category.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Answered by agents (@SumIsAnswered):** calls that are treated by an agent (completed and transferred).

**Completed (@IsAnsweredWithoutTransf):** calls that are not lost and treated by an agent (not transferred).

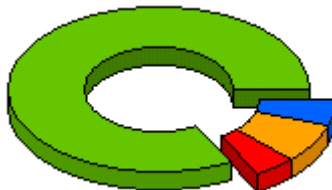
**Transferred (@IsAnsweredWithTransfer):** calls that are transferred by one agent to another.

**Rerouted (@IsAnsweredWithRerout) :** calls transferred by the first agent to an external destination. Don't confuse this value with the value **Rerouted** at the previous level, which concerns calls transferred by the IVR, not by agents.

**Top 3 queues :** this part allows viewing the 3 most used queues linked to the campaign (an agent personal queue will be notified by the agent id).

Next to each value, the percentage in comparison to the total number of calls is displayed.

To the right of the frame, a graph shows the distribution of calls by results.



This graph, illustrated as a pie, allows visualizing the distribution of the percentage in time of call results (or recapitulative on the last page).

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

Times	Average	Standard deviation	Maximum
<b>Ended in IVR</b>			
■ Total time	7:49	27:18	1:38:43
<b>Abandon</b>			
■ IVR time	18	0	19
■ Wait time	12	4	18
Total time	30	4	35
<b>Answered by agents</b>			
■ IVR time	19	8	2:00
■ Wait time	10	5	1:00
■ Talk time	17	15	1:31
■ Rerouted time	0	1	20
■ Wrapup time	0	0	0
Total time	46	20	2:49
Wait > 5 (97.9%) : 143 calls			
Wait time	10	5	1:00

In the **Times** frame, the data presented are the following.

The various call results are presented vertically:

**Closed**

**Overflow**

**Ended in IVR**

**Abandon**

**Answered by agents**

For each result, the call durations (in seconds) are detailed by steps:

**IVR time**

**Wait time**

**Talk time**

**Wrap-up time**


For each step, the average and maximum durations and standard deviation are shown.

Next to each result, the distribution by step is represented as a graph.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

<b>Answered by agents</b>			
■ IVR time	20	19	3:16
■ Wait time	10	39	5:41
■ Talk time	1:24	2:30	23:07
■ Wrapup time	1:56	8:44	1:57:16
Total time	3:50	9:17	1:59:08

In this example, the blue-red-green-yellow line represents the distribution of average wait time:

IVR time (blue): 20 seconds	
Wait time (red) : 10 seconds	
Talk time (green): 1:24 seconds	
Wrap-up time (yellow): 1:56 sec	

Service levels (Service quality : 95,00%)					
Answered by agents			Abandon, overflow and agents		
Wait ≤ SL (30 s.)	143	97.9%	Wait ≤ SL (30 s.)	151	98.1%
Wait > SL (30 s.)	3	2.1%	Wait > SL (30 s.)	3	1.9%

In the **Service Levels** frame, the data presented are the following.

A total quality service appreciation in percent.

For the calls **Answered by agents**:

The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

For **Abandon, overflow and agents**:

The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.

### 3.3 Calls distribution report

This report gives an overview of inbound calls and their status, in the frame of selected campaigns in a defined time period.

#### Options tab

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Ignorable wait:** Enter here the maximum queuing duration under which it is considered that there was no queuing period.

These delays are expressed in seconds.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

**Distribution:** allows selecting the type of call distribution (per month, day, hour, ½ hour, ¼ hour, or no distribution at all).

**Begin/End hour :** Enter here the common minimal hour of begin and end of the report (in case of distribution by hour, ½ hour or ¼ hour).

Once created, the report is presented in a separate window.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

	Calls	Closed	Overflow	Rerouted	Lost	IVR	Abandon	Compl.	Transf.	Avg talk	Avg wait	Avg aband.	Tot. talk
00:30	1	0	0	0	0	0	0	1	0	35	0	0	35
08:00	0	0	0	0	0	0	0	0	0	0	0	0	0
08:30	1	0	0	0	1	0	0	0	0	0	0	0	0
09:00	0	0	0	0	0	0	0	0	0	0	0	0	0
09:30	11	0	1	0	0	3	2	5	0	32	9	53	2:42
10:00	26	0	2	0	3	9	4	8	0	57	8	28	7:37
10:30	30	0	0	0	4	10	8	8	0	1:05	18	36	8:42
11:00	21	0	1	0	0	6	1	13	0	1:28	23	11	19:15
11:30	7	0	0	0	1	2	2	2	0	28	13	1:05	57
12:00	13	0	1	0	0	3	4	5	0	3:23	12	29	16:58
12:30	16	0	1	0	0	3	0	12	0	1:39	30	0	19:48
13:00	1	0	1	0	0	0	0	0	0	0	0	0	0
13:30	3	0	0	0	0	0	0	3	0	1:00	38	0	3:02
14:00	11	0	3	0	1	2	1	4	0	1:14	12	33	4:59
14:30	17	0	0	0	1	5	2	9	0	1:29	18	34	13:24
15:00	10	0	0	0	1	7	0	2	0	47	16	0	1:34
15:30	36	0	5	0	3	7	8	12	1	1:39	45	33	21:34
16:00	22	0	2	0	1	6	4	9	0	1:27	15	21	13:09
16:30	44	0	5	0	1	19	2	17	0	1:07	24	39	19:05
17:00	43	0	5	0	5	12	4	17	0	1:09	9	30	19:33
17:30	25	0	5	0	1	5	2	12	0	39	14	30	7:59
18:00	10	0	1	0	1	1	3	4	0	1:45	28	44	7:03
18:30	7	0	0	0	0	3	0	4	0	6	11	0	27
19:30	5	0	0	0	0	5	0	0	0	0	0	0	0
20:00	2	0	0	0	0	2	0	0	0	0	0	0	0
23:00	1	0	0	0	0	1	0	0	0	0	0	0	0
<b>Total</b>	<b>363</b>	<b>0</b>	<b>33</b>	<b>0</b>	<b>24</b>	<b>111</b>	<b>47</b>	<b>147</b>	<b>1</b>	<b>1:16</b>	<b>20</b>	<b>34</b>	<b>3:08:23</b>
		0.0%	9.1%	0.0%	6.6%	30.6%	12.9%	40.5%	0.3%				

The time and date period as well as the filtering parameters are noted in the above table.

In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, days of the week, hours, ½ hours¼ hours of the day. (in this example, the distribution per 1/2h has been chosen.)

The details of the figures are presented in a table per call type:

**Calls (@IsACall):** all calls arriving at the Call Center.

**Closed (@IsClosed):** calls that have arrived at the Call Center outside opening hours.

**Overflow (@IsOverflow):** calls that are redirected to the overflow procedure.

**Rerouted (@IsRerouted):** calls having been redirected to another destination.

**lost (@IsLost):** calls that have arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

**IVR (@IsLostInIVR):** calls that are redirected to the IVR and hung up.

**Abandon (@IsAbandoned):** calls that are not lost, that have arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

**Compl. (@IsAnsweredWithoutTransf):** calls that are not lost and treated by an agent (not transferred).

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Transf. (@IsAnsweredWithTransfer):** calls that are transferred by the first agent to another agent.

Then, the average duration times are detailed by campaign:

**Avg. Talk. (@AvgConvDuration):** average conversation time

**Avg. Wait (@AvgAnsweredWaitDuration):** average queuing time.

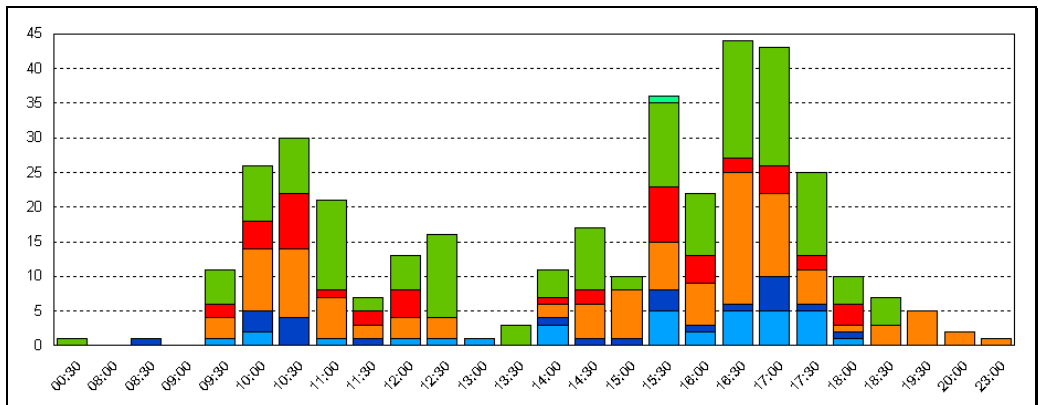
**Avg. Aband. (@AvgAbandonWaitDuration) :** average abandons time. A call is abandoned if it is neither lost, nor outside opening hours, nor redirected to the overflow procedure, nor treated by an agent. It is the queuing time of this call that is used here.

**Tot. Talk :** total talk duration for all the calls found in this interval. Note that the values have been rounded and that the calculations nb of completed and transferred calls multiplied by the average talk duration can differ from the indicated value.

Under each column of the table, the total and the percentage in comparison to the total number of inbound calls are displayed.

Each value is also identified by a formula that can be viewed by placing the mouse cursor on the said percentage.

Under the table, a graph of the data is displayed.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The colors used for the distribution of data are indicated next to each type of call, above the table.

Closed	Overflow	Rerouted	Lost	IVR	Abandon	Compl.	Transf.
--------	----------	----------	------	-----	---------	--------	---------

The number of calls is displayed vertically; the unit of distribution is displayed horizontally.

## 3.4 Waiting time report

This report gives an overview of the waiting time of inbound calls based on their status, in the frame of selected campaigns in a defined time period.

### Options

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

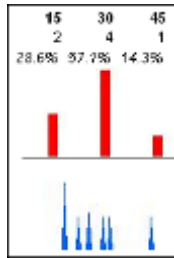
**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Graphics

This tab allows defining which kind of data must be visible on the graphic.

**Show graphics :** this list can be used to select the graphic that you want to see: the first (red bars), the second (blue shapes), or both of them.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

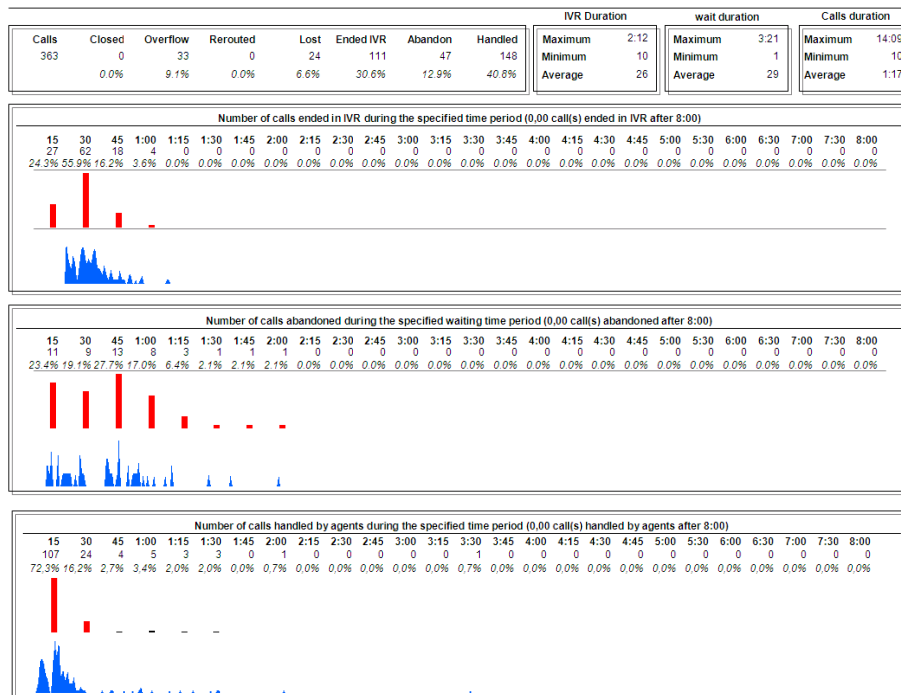
**The distribution of calls based on their result.**

**The average, minimum and maximum values of duration of calls redirected to the IVR, waiting time and talk time.**

**A graph of the distribution of the number of calls ended in the IVR, abandoned and handled by agents during the specified time period.**



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



The time and date period as well as the filtering parameters are noted in the above table.

Calls	Closed	Overflow	Rerouted	Lost	Ended IVR	Abandon	Handled
363	0	33	0	24	111	47	148
	0.0%	9.1%	0.0%	6.6%	30.6%	12.9%	40.8%

In the first frame, the data presented are the following.

**Calls (@IsACall)** : all calls arriving at the Call Center.

**Closed (@IsClosed)** : calls that arrived at the Call Center outside opening hours.

**Overflow (@IsOverflow)** : calls that are redirected to the overflow procedure.

**Rerouted (@IsRerouted)** : calls redirected to another destination.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Lost (@IsLost)** : calls that arrived during opening hours, that are not redirected to the overflow procedure, with a duration inferior to the **Lost time** parameter.

**Ended IVR (@IsLostInIVR)** : calls that are redirected to the IVR and hung up.

**Abandon (@IsAbandoned)** : calls that are not lost, that arrived during opening hours, that are not redirected to the overflow procedure and not treated by an agent.

**Handled (@IsAnswered)** : calls that are treated by an agent (completed and transferred).

Under each value, the percentage in comparison to the total number of calls is shown.

IVR Duration		wait duration		Calls duration	
Maximum	2:12	Maximum	3:21	Maximum	14:09
Minimum	10	Minimum	1	Minimum	10
Average	26	Average	29	Average	1:17

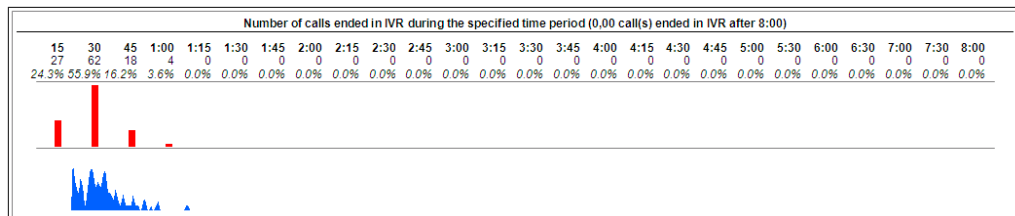
In the **IVR Duration**, **Wait duration**, and **Calls duration** frames, the data is presented as follows.

**IVR Duration**

**Wait Duration**

**Calls Duration**

For each type, the average, maximum and minimum durations are given.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

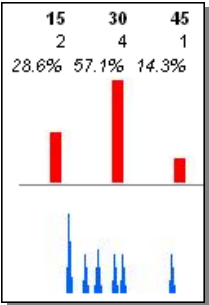
In the 3 next graphic windows, the data presented is as follows.

The distribution of the **number of calls**

- ended in IVR
- abandoned
- handled by an agent

**by period of 15 seconds.**

Under the number of calls is indicated the percentage in comparison to the total number of calls. In blue is shown the detail per second.



In this example, 2 calls (28,6%) were hung up between the 1st and 15th seconds.

4 calls (57,1%) were hung up between the 16th and 30th second.

1 call (14,3%) was hung up between the 31st and 45th second.

### 3.5 Calls qualifications report

This report gives an overview of the number of calls, the duration of the communications, the wrap-up and handling of inbound calls based on their qualification, for campaigns and agents selected, in a defined time period (detailed by campaign).

#### Options tab

This tab allows defining the additional parameters to filter the report data.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

Qualifications	Occurrences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurrences graph
<b>Positive</b>							
<b>Sold</b>	29	12.8%	55	23	1:18	1 160.00€	
	29	12.8%	55	23	1:18	1 160.00€	
<b>Argued (and not positive)</b>							
<b>Not Sold</b>	9	4.0%	1:14	21	1:35	90.00€	
	9	4.0%	1:14	21	1:35	90.00€	
<b>Not argued (and not positive)</b>							
<b>Not Interested</b>	5	2.2%	1:43	38	2:21	10.00€	
<b>Deceased</b>	1	0.4%	15	0	15	0.00€	
<b>answering machine</b>	2	0.9%	4:38	4:14	8:51	0.00€	
<b>personal callback</b>	4	1.8%	49	41	1:29	0.00€	
<b>callback</b>	4	1.8%	1:32	34	2:06	0.00€	
<b>rappel personnel</b>	1	0.4%	3:11	0	3:11	0.00€	
	17	7.5%	1:48	58	2:47	10.00€	
<b>Others</b>							
<b>Not qualified</b>	164	72.6%	35	34	1:09	0.00	
<b>Unknown status (1 - 2)</b>	1	0.4%	1:32	5	1:37		
<b>Unknown status (2 - 1)</b>	6	2.7%	1:56	8	2:04		
	171	75.7%	38	33	1:11	0.00	
<b>Total</b>	<b>226</b>	<b>100.0%</b>	<b>47</b>	<b>33</b>	<b>1:20</b>	<b>1 260.00€</b>	

Ratios	Occurrences
Positive / Argued	76.3%
Positive / All	12.8%
Argued / All	16.8%

Time costs	Online duration	Handling duration
Positive	6:04	10:25
Argued	4:38	7:57
Call	46	1:20

Occurrences and percentage of calls, average duration of calls,  
Wrap-up and handling,  
estimates of the profits,  
graphic representations of occurrences

by qualification  
and by type of qualification (positive, argued).

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).**

**Total duration of communications and handling by type of qualification (positive, argued and not qualified)**

### 3.6 Calls qualifications by agent report

This report gives an overview of the number of calls, the duration of the communications, the wrap-up and handling of inbound calls based on their qualification, for campaigns and agents selected, in a defined time period (detailed by agent).

#### Options tab

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

#### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)
















Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agents pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurences graph
Positive							
Sold	29	12.8%	55	23	1:18	1 160.00€	
	29	12.8%	55	23	1:18	1 160.00€	
Argued (and not positive)							
Not Sold	9	4.0%	1:14	21	1:35	90.00€	
	9	4.0%	1:14	21	1:35	90.00€	
Not argued (and not positive)							
Not Interested	5	2.2%	1:43	38	2:21	10.00€	
Deceased	1	0.4%	15	0	15	0.00€	
answering machine	2	0.9%	4:38	4:14	8:51	0.00€	
personal callback	4	1.8%	49	41	1:29	0.00€	
callback	4	1.8%	1:32	34	2:06	0.00€	
rappel personnel	1	0.4%	3:11	0	3:11	0.00€	
	17	7.5%	1:48	58	2:47	10.00€	
Others							
Not qualified	164	72.6%	35	34	1:09	0.00	
Unknown status (1 - 2)	1	0.4%	1:32	5	1:37		
Unknown status (2 - 1)	6	2.7%	1:56	8	2:04		
	171	75.7%	38	33	1:11	0.00	
Total	226	100.0%	47	33	1:20	1 260.00€	

Ratios	Occurences
Positive / Argued	76.3%
Positive / All	12.8%
Argued / All	16.8%

Time costs	Online duration	Handling duration
Positive	6:04	10:25
Argued	4:38	7:57
Call	46	1:20

Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.

Occurrences and percentage of calls, average duration of calls,  
Wrap-up and handling,  
estimates of the profits,  
graphic representations of occurrences

by qualification  
and by type of qualification (positive, argued).

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of qualification (positive, argued and not qualified)

### 3.7 Call status distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).

A graphical view is also generated.

#### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaigns pages are followed by a summarized page.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The report is divided into several tables followed by a graphic.

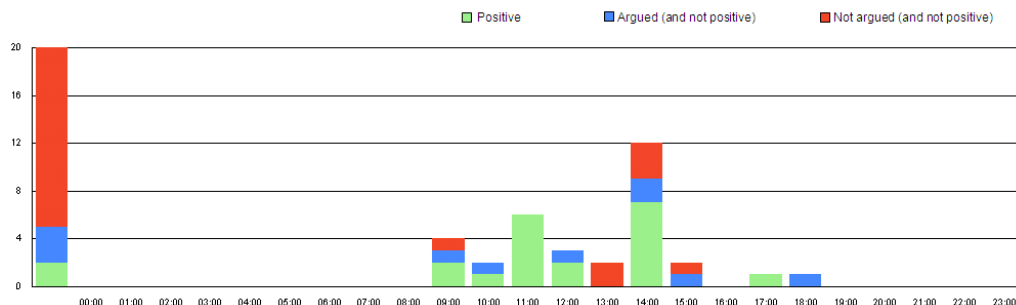
Positive	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold	0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Argued (and not positive)	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0
afsprak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Dispute	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Documentation	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Not argued (and not positive)	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
absent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
correspondent not available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
transfer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
unreachable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
rappel personnel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.



**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

### 3.8 Call status by agent distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

#### Options tab

This part allows defining additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

#### Call status tab

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold		0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	2	1	6	2	0	7	0	0	1	0	0	0	0	0	0

Argued (and not positive)		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold		0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0
afpraak		0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Documentation		0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0

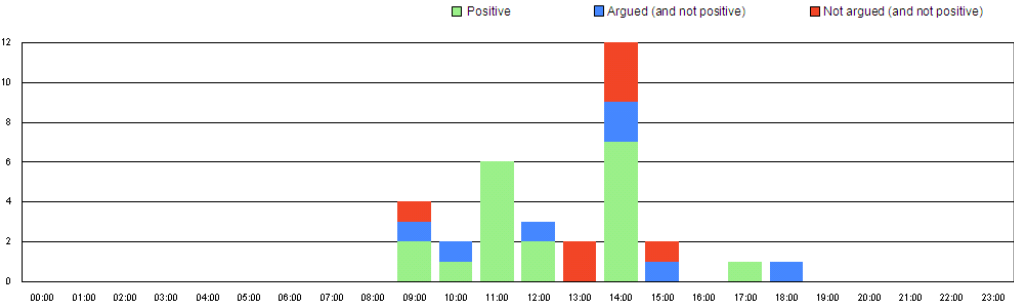
Not argued (and not positive)		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0
wrong number		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
answering machine		0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
indisponible		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	1	0	0	0	2	3	1	0	0	0	0	0	0	0	0

Others		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified		0	0	0	0	0	0	0	0	0	5	2	0	1	3	2	7	1	3	0	0	0	0	0	0
Unknown status (1 - 1)		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown status (2)		0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	6	2	0	1	4	2	7	1	3	0	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

**Error! Use the Home tab to apply Heading 1;Titre 1 to the text that you want to appear here. - Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



## 4 M A N U A L C A L L S

This set of reports is based on the manual calls done by the agents.

3 predefined reports are available and detailed in this chapter:

- Manual calls report
- Calls qualifications by agent report
- Call status by agent distribution report

Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 4.1 Manual calls report

This first report gives the list of manual calls made by the selected agents in a defined time period.

Once created, the report is presented in a separate window.

1.000: Moonen, Jos	Calls	Success	Avg Dur.	Total dur.	Percentages	
Top 5 destinations						
024678295	12	12	22	4:21	16.9%	19.4%
0473475504	12	12	1:11	14:07	16.9%	19.4%
013610710	10	10	1:07	11:09	14.1%	16.1%
1200	6	6	43	4:19	8.5%	9.7%
0478729996	4	4	5:05	20:21	5.6%	6.5%
Others	18	18	1:06	19:40	25.4%	29.0%
	62	62	1:12	1:13:57	87.3%	100.0%

1.003: Frenay, Fabien	Calls	Success	Avg Dur.	Total dur.	Percentages	
Top 5 destinations						
024678295	3	3	36	1:48	4.2%	42.9%
0473475504	2	2	16	31	2.8%	28.6%
0032473475504	1	1	55	55	1.4%	14.3%
1200	1	1	3:19	3:19	1.4%	14.3%
	7	7	56	6:33	9.9%	100.0%

Each agent who has made manual calls, his/her data is indicated in a separate frame.

In this frame, you will see the number of calls per destination and among these calls, the number of successful calls.

It is also possible to see the average duration per destination, and the total duration.

At the bottom of the table, are also calculated for each destination number:

**The percentage of how many times that number appears in the total number of manual calls made by all the agents.**

Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The percentage of how many times that number appears in the total of manual calls made by that agent.

Summary	Calls	Success	Avg Dur.	Total dur.	Percentages
Top 10 destinations:					
024678295	15	15	25	6:09	21.1%
0473475504	14	14	1:03	14:38	19.7%
013610710	10	10	1:07	11:09	14.1%
1200	8	8	59	7:53	11.3%
0478729996	4	4	5:05	20:21	5.6%
0475855553	3	3	52	2:37	4.2%
024678255	2	2	2:27	4:53	2.8%
0473475503	2	2	13	25	2.8%
295	2	2	21	42	2.8%
473475504	2	2	1:04	2:07	2.8%
Others	9	9	1:07	10:05	12.7%
	<b>71</b>	<b>71</b>	<b>1:08</b>	<b>1:20:59</b>	<b>100.0%</b>

The last frame presents the summary of all the manual calls per destination and their total:

**Number of manual calls made**

**Number of successful calls**

**Average duration of calls**

**Total duration of calls**

**Percentage of how many times a number appears in the total of manual calls**

## 4.2 Calls qualifications by agent report

This first report gives the list of manual calls made by the selected agents in a defined time period.

### Options

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.



Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.





If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

Qualifications	Occurrences	Percentages	Avg. online	Avg. wrap.	Avg hand.	Profits	Occurrences graph
<b>Positive</b>							
Sold	0	0.0%	0	0	0	0.00€	
Appointment taken	0	0.0%	0	0	0	0.00€	
	0	0.0%	0	0	0	0.00€	
<b>Not argued (and not positive)</b>							
rappel personnel	0	0.0%	0	0	0	0.00€	
relance	1	2.7%	4	0	4	0.00€	
	1	2.7%	4	0	4	0.00€	
<b>Others</b>							
Not qualified	36	97.3%	17	0	17		
	36	97.3%	17	0	17		
<b>Total</b>	<b>37</b>	<b>100.0%</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>0.00€</b>	

Ratios	Occurrences
Positive / Argued	0.0%
Positive / All	0.0%
Argued / All	0.0%

Time costs	Online duration	Handling duration
Positive	0	0
Argued	0	0
Call	16	16

Occurrences and percentage of calls, average duration of calls,  
Wrap-up and handling,  
estimates of the profits,  
graphic representations of occurrences

by qualification  
and by type of qualification (positive, argued).

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of qualification (positive, argued and not qualified)

Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 4.3 Calls status by agent distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

### Options tab

This tab allows defining the additional parameters to filter the report data.

**Lost time:** Enter here the duration below which the call is accounted for in lost or abandoned calls.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified calls.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is composed into table followed by a graphic.

<b>Positive</b>																								
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold	0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Argued (and not positive)</b>																								
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0
afpraak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Documentation	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

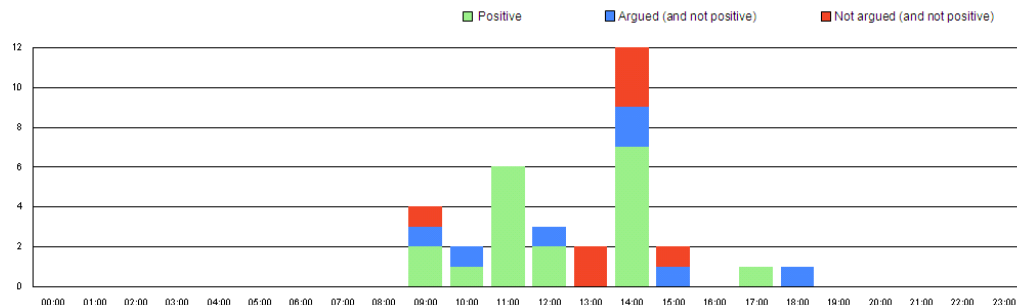
<b>Not argued (and not positive)</b>																								
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Indisponible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Others</b>																								
	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified	0	0	0	0	0	0	0	0	0	5	2	0	1	3	2	7	1	3	0	0	0	0	0	0
Unknown status (1 - 1)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown status (2)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.



Manual Calls - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 5 E - M A I L S C A M P A I G N S

This set of reports is based on the e-mails handling done by the agents.

5 predefined reports are available and detailed in this chapter:

- E-mails distribution report
- E-Mails qualifications report
- E-Mails qualifications by agent report
- E-Mails status distribution report
- E-Mails status by agent distribution report

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 5.1 E-Mails distribution report

This report gives an overview of inbound e-mails and their status, in the frame of selected campaigns in a defined time period.

### Options tab

This tab allows defining the parameters linked to the report layout.

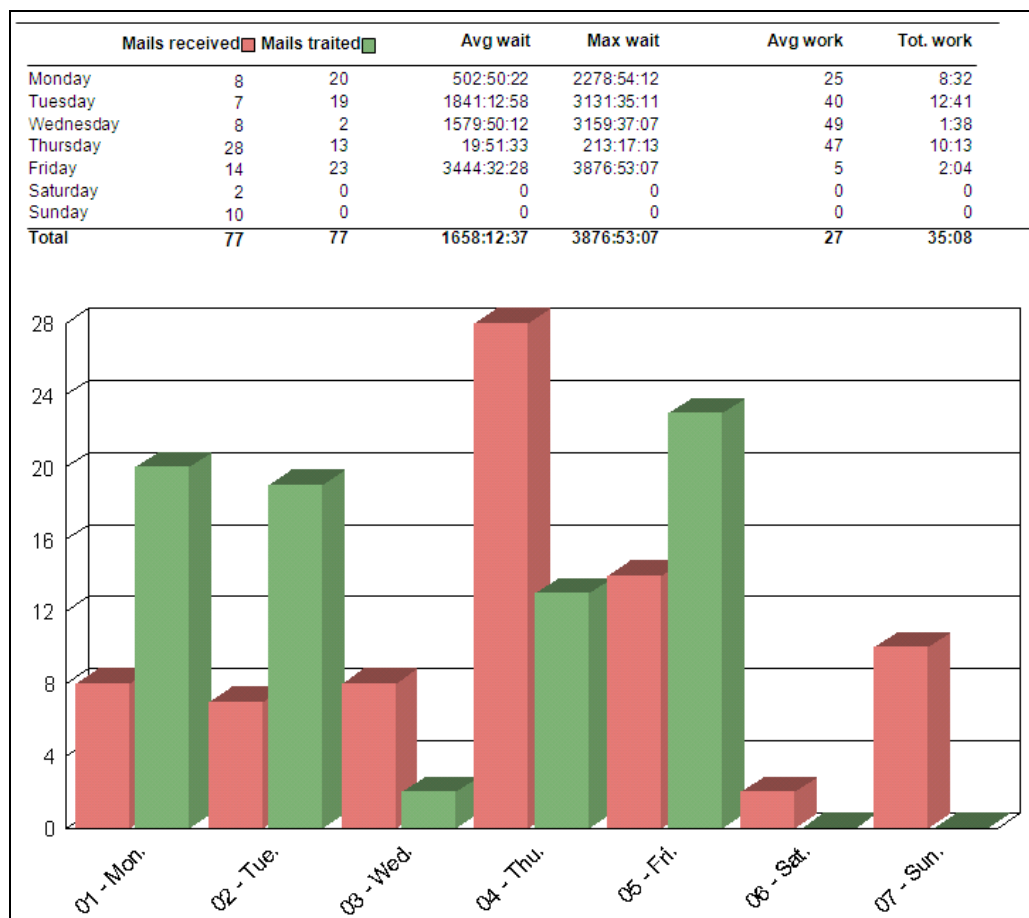
**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

**Distribution:** allows selecting the type of call distribution (per month, day, hour, ½ hour, ¼ hour, or no distribution at all).

**Begin/End hour:** Enter here the common minimal hour of begin and end of the report (in case of distribution by hour, ½ hour or ¼ hour).

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

Once created, the report is presented in a separate window.



Received e-mails are shown in red, handled e-mails are shown in green.

Note that it's possible to have more handled e-mails than received e-mails, which indicate that received e-mails were not immediately handled. The handling of these e-mails is thus counted in a later period.



E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

## 5.2 E-Mails qualifications report

This report gives an overview of the number of e-mails, the duration of the handling and the wrap-up of inbound e-mails based on their qualification, for campaigns and agents selected, in a defined time period (detailed by campaign).

### Options

This tab allows defining the parameters linked to the report layout.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified e-mails.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

The report is divided into several frames.

Qualifications	Occurrences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurrences graph	
Positive								
Mail Plainte	57	74.0%	27	0	27	0.00€	<div><div></div></div>	
—Résolu	57	74.0%	100.0%	27	0	27	0.00€	<div><div></div></div>
Mail demande	5	6.5%	48	0	48	0.00€	<div><div></div></div>	
Information								
—Information donnée	5	6.5%	100.0%	48	0	48	0.00€	<div><div></div></div>
	62	80.5%	29	0	29	0.00€	<div><div></div></div>	
Not argued (and not positive)								
TEST	11	14.3%	28	0	28	0.00€	<div><div></div></div>	
—TEST OK	11	14.3%	100.0%	28	0	28	0.00€	<div><div></div></div>
	11	14.3%	28	0	28	0.00€	<div><div></div></div>	
Others								
Not qualified	4	5.2%	0	0	0		<div><div></div></div>	
	4	5.2%	0	0	0		<div><div></div></div>	
Total	77	100.0%	27	0	27	0.00€		

Ratios	Occurrences
Positive / Argued	100.0%
Positive / All	80.5%
Argued / All	80.5%

Time costs	Online duration	Handling duration
Positive	34	34
Argued	34	34
Call	27	27

Occurrences and percentage of e-mails, average duration of e-mails handling

And Wrap-up,

Estimates the profits,

Graphical representations of occurrences

by qualification

and by type of qualification (positive, argued).

Distribution of occurrences of e-mails (positive and argued in comparison to the totality, and positive in comparison to argued).

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Total duration of communications and handling by type of qualification (positive, argued and not qualified)**

Note that for e-mails, there is no distinction between communication and handling durations.

## 5.3 E-Mails qualifications by agent report

This report gives an overview of the number of e-mails, the duration of the handling and the wrap-up of inbound e-mails based on their qualification, for campaigns and agents selected, in a defined time period (detailed by agent).

### Options

This tab allows defining the parameters linked to the report layout.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified e-mails.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**











Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurrences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurrences graph
<b>Positive</b>							
Mail Plainte	57	74.0%	27	0	27	0.00€	
—Résolu	57	74.0%	27	0	27	0.00€	
Mail demande	5	6.5%	48	0	48	0.00€	
Information							
—Information donnée	5	6.5%	48	0	48	0.00€	
	62	80.5%	29	0	29	0.00€	
<b>Not argued (and not positive)</b>							
TEST	11	14.3%	28	0	28	0.00€	
—TEST OK	11	14.3%	28	0	28	0.00€	
	11	14.3%	28	0	28	0.00€	
<b>Others</b>							
Not qualified	4	5.2%	0	0	0		
	4	5.2%	0	0	0		
<b>Total</b>	<b>77</b>	<b>100.0%</b>	<b>27</b>	<b>0</b>	<b>27</b>	<b>0.00€</b>	

Ratios	Occurrences
Positive / Argued	100.0%
Positive / All	80.5%
Argued / All	80.5%

Time costs	Online duration	Handling duration
Positive	34	34
Argued	34	34
Call	27	27

**Occurrences and percentage of e-mails, average duration of e-mails handling and Wrap-up,  
estimates of the profits,  
graphic representations of occurrences**

**by qualification**

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**  
and by type of qualification (positive, argued).

**Distribution of occurrences of e-mails (positive and argued in comparison to the totality, and positive in comparison to argued).**

**Total duration of communications and handling by type of qualification (positive, argued and not qualified)**

Note that for e-mails, there is no distinction between communication and handling durations.

## 5.4 E-Mails status distribution report

This report gives the detail of e-mails quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).

A graphical view is also generated.

### Options

This tab allows defining the parameters linked to the report layout.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified e-mails.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

Positive		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Mail Plainte		0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Résolu		0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Mail demande		0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Information		0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Information donnée		0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	0	4	7	0	23	13	3	3	3	3	0	0	0	3	0

Not argued (and not positive)		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
TEST		0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
TEST OK		0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0

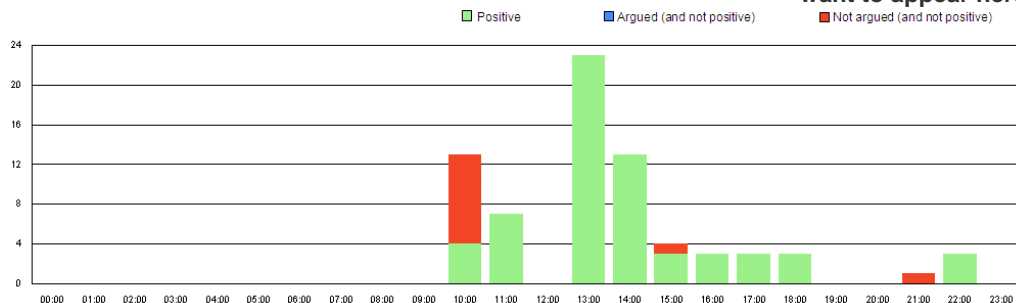
  

Others		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0
<b>Total</b>		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0

The tables show e-mails hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



## 5.5 E-Mails status by agent distribution report

This report gives the detail of e-mails quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

### Options

This tab allows defining the parameters linked to the report layout.

**Data:** allows choosing if you want to see the details per agent and/or the recapitulative summary.

### Call status

On this tab, you choose to take into account or not the standard qualifications, and to take into account or not the non qualified e-mails.

**Add qualifications:** allows indicating that you also want to take into account the qualifications not used for this report.

**None**

**Standard**

E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**

**Custom** (these qualifications have been created by way of a personal qualification creation function in the Administration application)

**All** (the standard and personalized qualifications)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Positive		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Mail Plainte		0	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Résolu		0	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Mail demande		0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Information																										
Information donnée		0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0	4	7	0	23	13	3	3	3	3	0	0	0	3	0

Not argued (and not positive)		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
TEST		0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
TEST OK		0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
Total		0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0

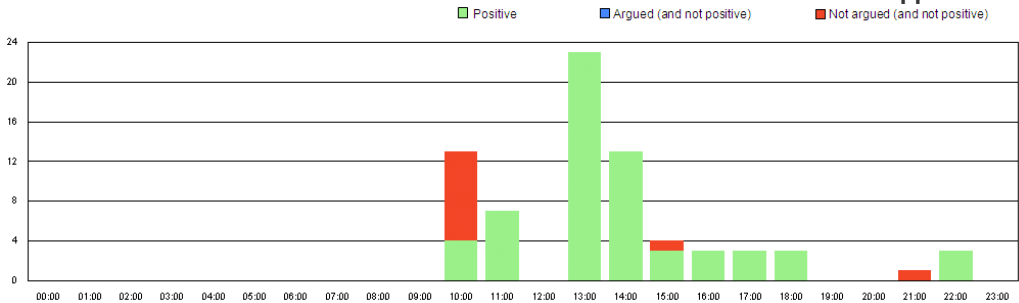
Others		00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	
Not qualified		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0

The tables show e-mails hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.



E-Mails Campaigns - **Error! Use the Home tab to apply Heading 2;Titre 2 to the text that you want to appear here.**



## 6 C H A T C A M P A I G N S R E P O R T S

This set of reports is based on Chat and Web activities.

5 predefined reports are available and detailed in this chapter:

- Chats distribution reports
- Chat campaigns reports
- Chats distribution reports per country
- Chat status
- Chat status per agent
- Chat status distribution
- Chat status by agent distribution

## 6.1 Chats distribution reports

This report gives an overview of the chat requests and visits of the internet site, in the frame of selected campaigns in a defined time distribution (month, day, hour, ½ hour, and ¼ hour).

VOCALCOM

Web campaigns report

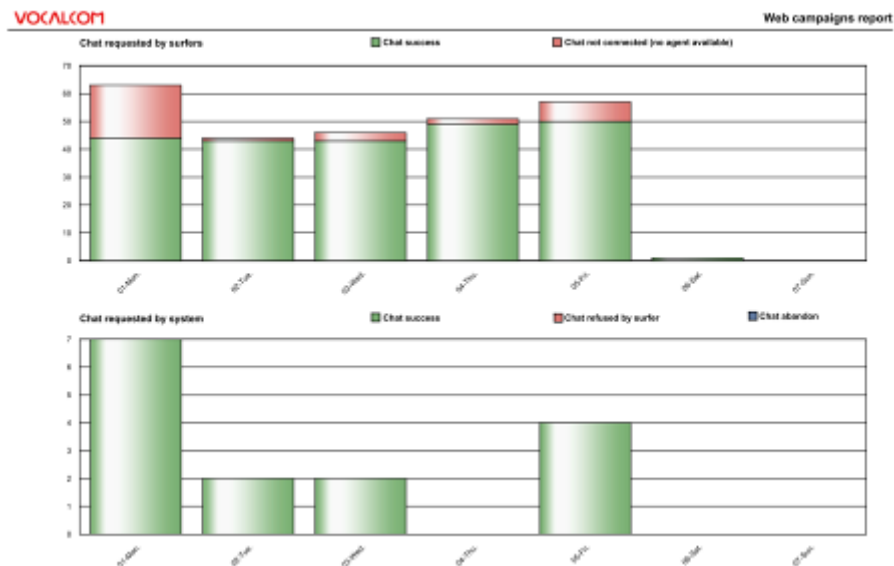
Campaign Global\_Customer\_Care Global Customer Care  
From 01/01/2011 To 28/03/2011

	Web site visits			Chat requested by surfers					Chat requested by system						
	Visits	Transf.	Avg. dur.	Request	Chat	Chat %	Transf.	Avg. dur.	Request	Connect.	Conn. %	Transf.	Avg. dur.	Refused	Abandon
Monday	42	121%	0h17'56	63	44	70%	106%	0h02'04	7	7	100%	17%	0h03'17	0	0
Tuesday	37	122%	0h12'23	44	43	98%	116%	0h02'54	2	2	100%	6%	0h00'00	0	0
Wednesday	35	129%	0h32'06	46	43	94%	123%	0h02'50	2	2	100%	6%	0h00'00	0	0
Thursday	42	117%	0h03'32	51	49	96%	117%	0h02'53	0	0	0%	0%	0h00'00	0	0
Friday	27	200%	0h42'56	57	50	88%	185%	0h06'27	4	4	100%	15%	0h00'08	0	0
Saturday	1	100%	0h03'22	1	1	100%	100%	0h00'17	0	0	0%	0%	0h00'00	0	0
Sunday	0	0%	0h00'00	0	0	0%	0%	0h00'00	0	0	0%	0%	0h00'00	0	0
	184	133%	0h30'32	262	230	88%	125%	0h03'29	15	15	100%	8%	0h01'34	0	0

According to the hour distribution chosen in the options, this report will show you the activity of your web campaigns, per interval. 3 areas are visible:

- **Web site visits**: indicates the total number of visits on the website; the transformation rate (also known as conversion rate) as well as the average duration of a chat session.  
*Conversion rate = amount of **chat sessions requested by surfer** + **chat sessions requested by system** (DIVIDED BY) / amount of visits on site.*
- **Chat requested by surfer**: indicates the total number of chat sessions requested by the surfer; the actual amount of connected chat sessions; chat reachability rate; transformation rate (=connected chat sessions compared to site visits) as well as the average duration of a chat session.
- **Chat requested by system**: indicates the total number of chat sessions requested by the system; the actual amount of connected chat sessions; connection rate; transformation rate (=connected chat sessions compared to site visits); the average duration of a chat session; the chat sessions refused by surfer; the chat sessions abandoned by surfer.

A graphical view is also generated.



The first graph indicates in green the connected chat sessions and in red the chat sessions which weren't connected to an agent (no agent available).

The second graph indicated in green the connected chat sessions, chat refused by surfer, chat abandon.

## 6.2 Chat campaigns reports

The **options** tab allows choosing between different criteria to be shown in the report:

**Surfer language:** indicates the language chosen on the site.

**Referrer:** indicates the referring site.

**New surfer:** registers when a new IP address is detected on the site.

**Keywords:** link with keywords added to search engine of the site.

**Page name:** indicates the amount of visits for each page of the site.

**Page group:** indicates the visit of one or more pages of a same group of pages.

**Previous page:** indicates the pages to which the surfer came back to.

### VOCALCOM

Campaign Global\_Customer\_Care Global Customer Care  
From 01/01/2011 To 28/03/2011

Chat requested by surfers					Chat requested by system					Qualifications					
Surfer lang	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
fr	179	0	258	231 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	10 4%	28 12%	185	No
nl	5	0	5	5 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 40%	0 0%	3	No
Total	184	0	261	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	188	

Chat requested by surfers					Chat requested by system					Qualifications					
Referrer	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
Direct access to web site	42	0	55	37 67%	0	1 0%	0 0%	0 0%	0 0%	-1 0%	0 0%	4 17%	9 24%	25	No
http://www.vocalcom.fr	142	0	208	199 97%	0	1 0%	0 0%	0 0%	0 0%	-1 0%	0 0%	8 4%	19 10%	173	No
Total	184	0	263	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	

Chat requested by surfers					Chat requested by system					Qualifications					
New surfer	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
No	154	0	211	189 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	24 13%	155	No
Yes	50	0	50	47 94%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 9%	43	No
Total	184	0	261	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	

Chat requested by surfers					Chat requested by system					Qualifications					
Keyword	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
No keyword	184	0	261	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	Yes

Chat requested by surfers					Chat requested by system					Qualifications					
Page name	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
PAGE ACHAT CREDIT	79	0	59	43 73%	0	1 0%	0 0%	0 0%	0 0%	-1 0%	0 0%	2 5%	5 11%	37	No
code_frame.htm	99	0	150	147 98%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	10 7%	136	No
demo_live_chat_4_1/page1.htm	1	0	2	2 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2	No
mobile.htm	23	0	7	7 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7	No

Chat requested by surfers					Chat requested by system					Qualifications					
Page group	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured
No group	184	0	261	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	No

Chat requested by surfers																Chat requested by system																Qualifications			
Previous page name	Visits	Auto. call	Request	Chat	Request	Chat	Refused	E-mails	Callbacks	Abandon	Quit site	Positive	Argued	Other	Configured																				
First page visited	184	0	104	97 93%	0	1 0%	0 0%	0 0%	0 0%	-1 0%	0 1%	8 5%	13 13%	77	No																				
PAGE ACHAT CREDIT	36	0	26	11 42%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 10%	0	No																				
code_frame.htm	64	0	96	84 88%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	6 0%	67	No																				
demo_live_chat_4_1/page1.htm	1	0	0	0 0%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	No																				
mobile.htm	4	0	4	4 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4	No																				
page2.htm	24	0	5	5 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%	0 0%	4	No																				
page3.htm	30	0	0	0 00%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 12%	7	No																				
page4.htm	39	0	6	6 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 20%	2 40%	2	No																				
page5_1.htm	20	0	11	10 91%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 10%	1 10%	8	No																				
page5_2.htm	14	0	1	1 100%	0	1 0%	0 0%	0 0%	0 0%	-1 0%	0 0%	0 0%	2 100%	0	No																				
page6.htm	7	0	1	1 100%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0	No																				
page61.htm	1	0	0	0 0%	0	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	No																				

Each of these categories is separated in 3 sections:

**Chat requested by surfer:** displays visits, the Auto call, Requests, Connected chat.

**Chat requested by system:** displays Chat Requests, Connected chats, Refused, Emails sent from page, callbacks (amount of web callback requests), Abandon, and Quit site (when the surfer quits the site while being on a certain page).

**Qualification:** indicates which category of qualification has been registered for the chat session (positive, argued, not argued).

## 6.3 Chats distribution reports per country

This report gives an overview of the chat requests and visits of the internet site per country identified, in the frame of selected campaigns in a defined time distribution (month, day, hour, ½ hour, and ¼ hour).

VOCALCOM											Web campaigns report				
Campaign Global_Customer_Care Global Customer Care															
From 01/01/2011 To 28/03/2011															
	Web site visits			Request	Chat requested by surfers				Request	Connect.	Chat requested by system				
	Visits	Transf.	Avg. dur.		Chat	Chat %	Transf.	Avg. dur.			Conn.%	Transf.	Avg. dur.	Refused	Abandon
Unknown address	184	133%	0h0732	262	230	88%	125%	0h0729	15	15	100%	8%	0h0134	0	0
	184	133%	0h0732	262	230	88%	125%	0h0729	15	15	100%	8%	0h0134	0	0

According to the hour distribution chosen in the options, this report will show you the activity of your web campaigns, per interval and per country. 3 areas are visible:

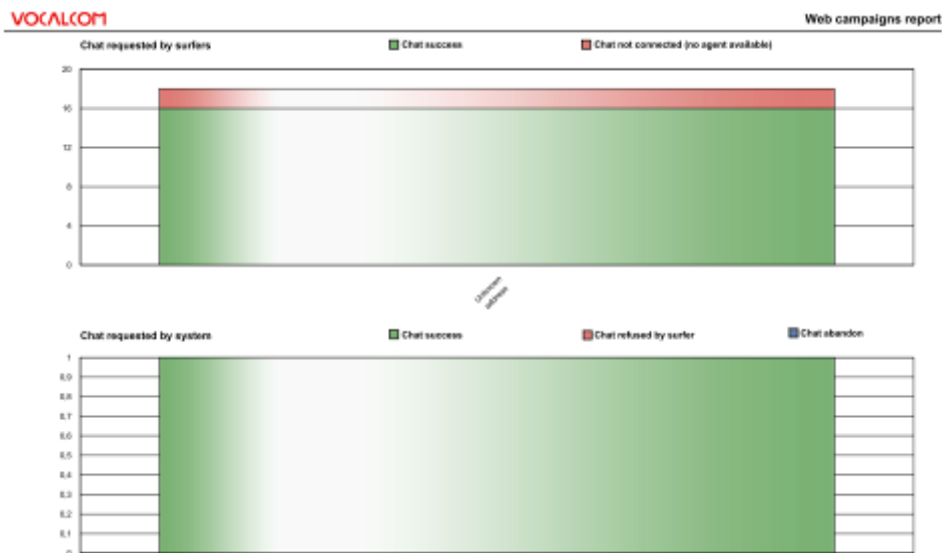
- **Web site visits:** indicates the total number of visits on the website; the transformation rate (also known as conversion rate) as well as the average duration of a chat session.  
*Conversion rate = amount of **chat sessions requested by surfer** + **chat sessions requested by system** (DIVIDED BY) / amount of visits on site.*
- **Chat requested by surfer:** indicates the total number of chat sessions requested by the surfer; the actual amount of connected chat sessions; chat reachability rate;

### Chat campaigns reports

transformation rate (=connected chat sessions compared to site visits) as well as the average duration of a chat session.

- **Chat requested by system:** indicates the total number of chat sessions requested by the system; the actual amount of connected chat sessions; connection rate; transformation rate (=connected chat sessions compared to site visits); the average duration of a chat session; the chat sessions refused by surfer; the chat sessions abandoned by surfer.

A graphical view is also generated:



The first graph indicates in green the connected chat sessions and in red the chat sessions which weren't connected to an agent (no agent available).

The second graph indicated in green the connected chat sessions, chat refused by surfer and chat abandon.

## 6.4 Chat status

This report gives an overview of the number of chat sessions, the duration of the handling and the wrap-up of the chat based on their qualification, for campaigns and agents selected, in a defined time period (detailed by campaign).

Campaign Global Customer Care  
 From 01/01/2011 To 28/03/2011  
 Standard qualifications included  
 Not qualified calls/emails included

Qualifications	Occurrences	Percentages	Avg. conv	Avg. wrap	Avg. hand.	Profits	Occurrences graph
<b>Positive</b>							
promesse contrat	11	4.8%	0h02'02	0h00'23	0h02'26	55.00€	■
Paiement CB	1	0.4%	0h01'58	0h00'07	0h02'05	0.00€	
	12	5.4%	0h02'02	0h00'22	0h02'24	55.00€	■
<b>Argued (and not positive)</b>							
Contact à relancer	24	10.8%	0h02'34	0h02'38	0h05'12	0.00€	■
rappel personnel	4	1.8%	0h03'23	0h00'00	0h03'23	0.00€	■
	28	12.6%	0h02'41	0h02'15	0h04'56	0.00€	■
<b>Not argued (and not positive)</b>							
SPAM	121	54.3%	0h04'21	0h00'55	0h05'17	0.00€	■
	121	54.3%	0h04'21	0h00'55	0h05'17	0.00€	■
<b>Others</b>							
Not qualified	62	27.8%	0h03'12	0h00'30	0h03'42		■
	62	27.8%	0h03'12	0h00'30	0h03'42		■
<b>Total</b>	<b>223</b>	<b>100.0%</b>	<b>0h03'42</b>	<b>0h00'56</b>	<b>0h04'38</b>	<b>55.00€</b>	

Ratios	Occurrences
Positive / Argued	30.0%
Positive / All	5.4%
Argued / All	17.9%

Time costs	Conversation duration	Handling duration
Positive	1h08'45	1h26'13
Argued	0h20'37	0h25'52
Call	0h03'42	0h04'38

This report also displays profits depending on the call status value configured in the administration module as well as a graph that compares the occurrence related to the category.





## 6.5 Chat status per agent

This report gives an overview of the number of chat sessions, the duration of the handling and the wrap-up of inbound chat sessions based on their qualification, for campaigns and agents selected, in a defined time period (detailed by agent).

Agent 1008: Eric, Agenda  
All campaigns  
From 01/01/2011 To 28/03/2011  
Standard qualifications included  
Not qualified calls included

Qualifications	Occurrences	Percentages	Avg. conv.	Avg. wrap.	Avg hand.	Hangup by agent	Profits
<b>Positive</b>							
promesse contrat	2	1.5%	0h01'55	0h00'05	0h02'00	0 0.0%	10.00€
	2	1.5%	0h01'55	0h00'05	0h02'00	0 0.0%	10.0
<b>Argued (and not positive)</b>							
Contact à relancer	7	5.2%	0h00'22	0h00'02	0h00'25	0 0.0%	0.00€
	7	5.2%	0h00'22	0h00'02	0h00'25	0 0.0%	0.0
<b>Not argued (and not positive)</b>							
SPAM	78	58.2%	0h03'22	0h00'34	0h03'57	0 0.0%	0.00€
	78	58.2%	0h03'22	0h00'34	0h03'57	0 0.0%	0.0
<b>Others</b>							
Not qualified	47	35.1%	0h03'17	0h00'03	0h03'19	0 0.0%	
	47	35.1%	0h03'17	0h00'03	0h03'19	0 0.0%	
<b>Total</b>	<b>134</b>	<b>100.0%</b>	<b>0h03'10</b>	<b>0h00'21</b>	<b>0h03'31</b>	<b>0 0.0%</b>	<b>10.00€</b>

Ratios	Occurrences
Positive / Argued	22.2%
Positive / All	1.5%
Argued / All	6.7%

Time costs	Conversation duration	Handling duration
Positive	3h31'47	3h55'15
Argued	0h47'04	0h52'17
Call	0h03'10	0h03'31

This report also displays profits depending on the call status value configured in the administration module as well as a graph that compares the occurrence related to the category.

## 6.6 Chat status distribution

This report gives the detail of chat sessions quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).

All campaigns  
From 01/01/2011 To 26/03/2011  
Standard qualifications included  
Not qualified calls included

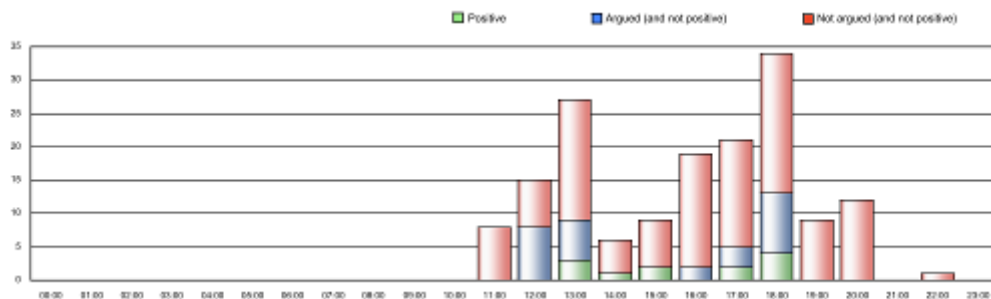
Positive																								Total		
promise control	03h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	03h00	05h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	13	
Palermant CB	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	1	2	4	0	0	0	0	0	0	1
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	2	1	2	4	0	0	0	0	0	0	14

Argued (and not positive)																								Total		
Contact & relanceur	03h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	03h00	05h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	27
rappel personnel	0	0	0	0	0	0	0	0	0	0	0	0	0	1	8	6	1	0	3	3	5	0	0	0	0	4
Total	0	0	0	0	0	0	0	0	0	0	0	0	1	8	6	1	0	3	3	9	0	0	0	0	0	31

Not argued (and not positive)																								Total		
SPAM	03h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	03h00	05h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	134
Total	0	0	0	0	0	0	0	0	0	0	0	0	8	11	18	6	7	18	23	21	9	12	0	1	0	134

Others																								Total		
Not qualified	03h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	03h00	05h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	62	
Total	0	0	0	0	0	0	0	0	0	0	0	1	9	3	9	1	0	3	14	16	4	2	0	0	0	62

A graphical view of these data is also generated:



## 6.7 Chat status by agent distribution

This report gives the detail of chat sessions quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

Agent 1000: Eric Agenda  
Toutes les campagnes  
Du 01/01/2011 au 30/03/2011  
Les qualifications standards sont incluses  
Les appels non qualifiés sont affichés

Positif	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	Total
promesse contrat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2

Argumenté (et non positif)	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	Total
Contact à relancer	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	1	0	0	0	0	0	0	7
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	1	0	0	0	0	0	0	0	7

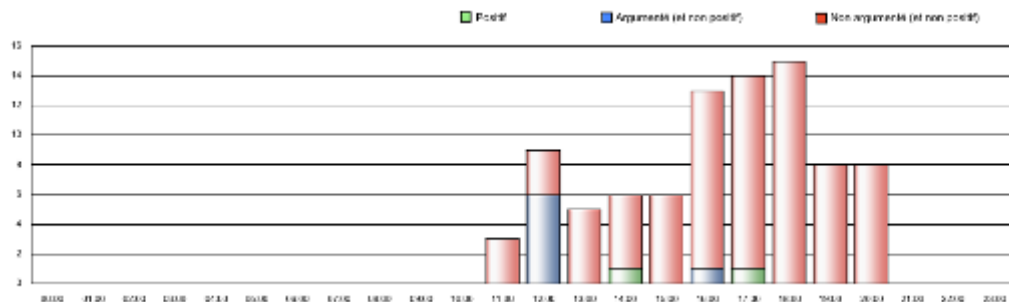
  

Non argumenté (et non positif)	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	Total
SPAM	0	0	0	0	0	0	0	0	0	0	0	3	3	5	5	6	12	13	15	8	8	0	0	0	78
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	3	3	5	5	6	12	13	15	8	8	0	0	0	0	78

Autres	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00	Total
Non qualifié	0	0	0	0	0	0	0	0	0	0	1	8	1	2	0	0	3	12	14	4	2	0	0	0	47
<b>Total</b>	0	0	0	0	0	0	0	0	0	0	1	8	1	2	0	0	3	12	14	4	2	0	0	0	47

A graphical view of these data is also generated that the proportions between Positive, Argued, No argued categories:



## 7 A G E N T A C T I V I T I E S

This set of reports is based on agent activities.

5 predefined reports are available and detailed in this chapter:

- Agents report
- Activities by agent report
- Activities by date report
- Agents state distribution report
- Agents state distribution report (with e-mails)
- Billing by agent
- Billing by date
- Production by agent
- Agent Pause report

## 7.1 Agents report

This report gives an overview of the distribution of selected agent activities during a defined time period.

### Options

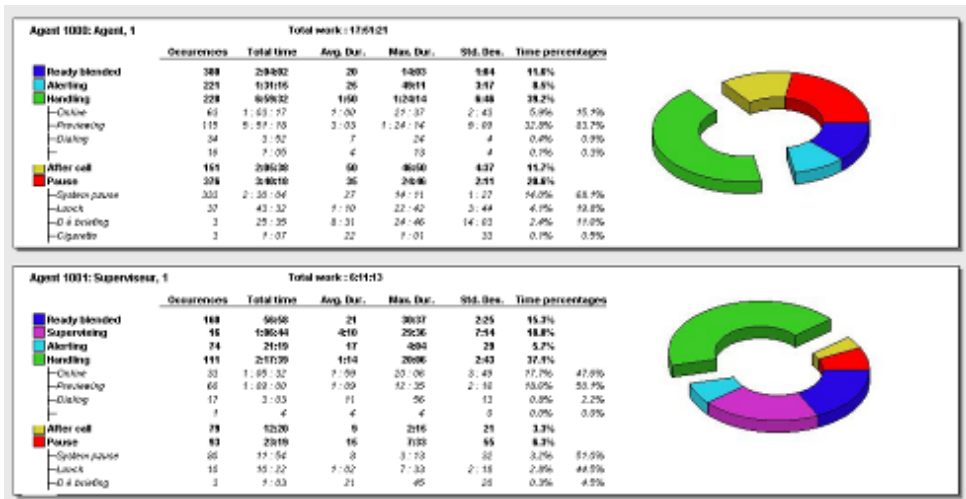
This tab allows defining the additional parameters to filter the report data.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

**Ignore Pause :** indicates that pause states must not be taken into account for reporting.

**Page break after each agent:** allows having the data of each agent on a separate page.

Once created, the report is presented in a separate window.



A frame represents the activities of an agent.

In this frame you will see:

**The number of occurrences and the total duration per type of activity (supervising, alerting, handling, pause...)**

**The detailed handling time divided in sub-activities (on line, dialing...)**

**The detailed pause time divided in sub-categories of pauses (system pause, general pause ,...)**

You can also see the average and maximum durations per activity, the standard deviation and the percentage in comparison to the total time.

The **Handling** category gives the total number of calls handled.

**Online** : number of treated calls (out, in and manual)

**Previewing** : number of previewed outbound calls

**Dialing** : number of manual calls

**Callback** : number of registered callbacks in an inbound campaign

**Search mode** : number of customer search before calling

**E-mail** : number of treated mails

### Remark :

The **Standard Deviation** gives the dispersion of values around the average.

Example: Total duration in state "Ready" for an agent is 13:22 seconds. The average duration is 1:15 seconds by call. The standard deviation is 16 seconds: We can consider that the agent stays on average in "Ready" state 1:15 seconds  $\pm$  16 sec (results are dispersed between 59 and 1:31 sec.)

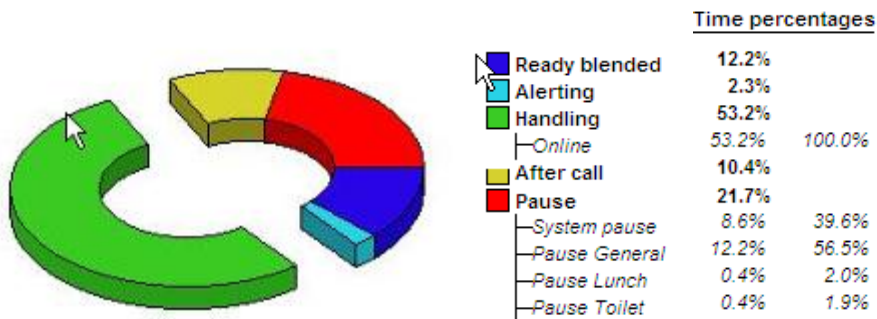
If you choose the detailed display, a frame shows the data of a single agent.

If you choose the summarized display, the data of all selected agents will be shown on a single page.

If you choose the detailed and summarized display, then the agent frames are followed by a summarized page.

## Agent activities - Activities by agent

In each frame, a graph shows the distribution of activities.



This pie chart shows the distribution of an agent's activity time percentage (or a recapitulative on the last page).

## 7.2 Activities by agent

This first report gives a detailed view of activities carried out by selected agents, per day, during a defined time period.

### Options

This tab allows defining the additional parameters to filter the report data.

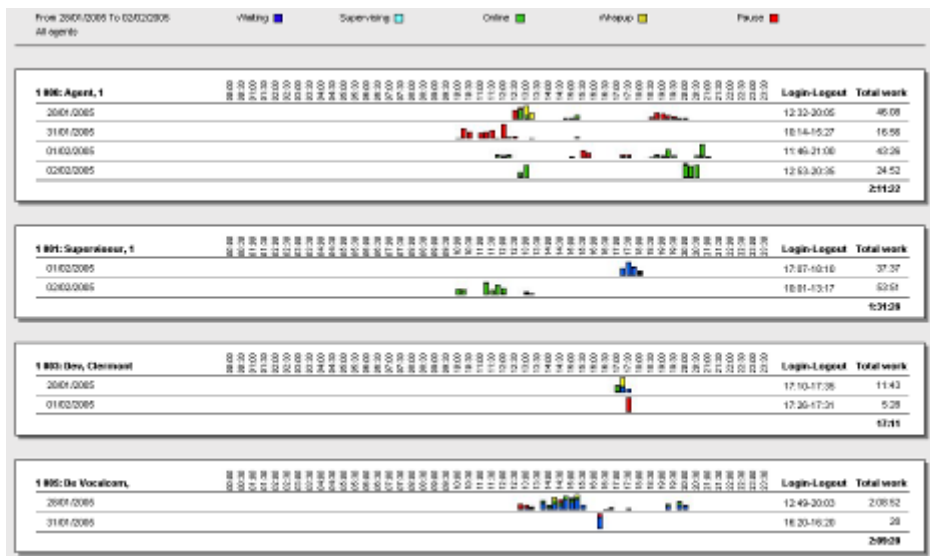
**Dates used:** allows choosing if the dates used for the report are those when all selected agents were active or those when at least one selected agent was active.

**Begin/End hour :** allows specifying the common minimal hour interval to select.

**Ignore Pause :** indicates that pause states must not be taken into account for reporting.

**Page break after each agent:** allows having the data of each agent on a separate page.

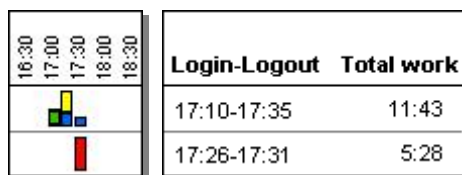
Once created, the report is presented in a separate window.



A frame shows the data for each agent.

Vertically, the dates of the agent's activity are aligned (according to the **dates used** option).

Horizontally, the time scale of the day in 30 minute periods is displayed.





## 7.3 Activities by date

This report gives an overview of the activities carried out by selected agents, organized per day, during a defined time period.

### Options

This tab allows defining the additional parameters to filter the report data.

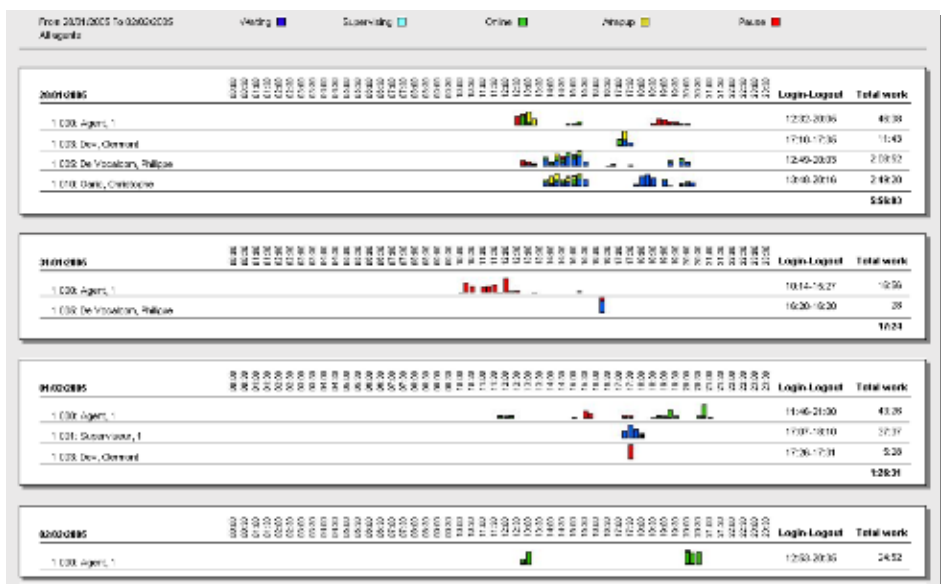
**Display agents:** allows choosing if the data used for the report are those for all selected agents, or only for active agents.

**Begin/End hour :** allows specifying the common minimal hour interval to select.

**Ignore Pause :** indicates that pause states must not be taken into account for reporting.

**Page break after each agent:** allows having the data of each agent on a separate page.

Once created, the report is presented in a separate window.



A frame presents the data for each date.

The agents are aligned vertically (according to the **Display agents options**).

The time scale for the day is shown horizontally in 30 minutes time periods.



The activities are represented graphically by color bars whose legend is displayed at the top of the window.



Right of the graph, for each day, the log-in and log-out time is displayed, as well as the total work time.

On the illustrated example, the agent worked 16:56 sec between 10h14 and 15h27.

## 7.4 Agents state distribution

This report gives an overview of the distribution of inbound calls and their status in the frame of selected campaigns during a defined time period.

### Options

This tab allows defining the additional parameters to filter the report data.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

**Ignore Pause:** indicates that pause states must not be taken into account for reporting.

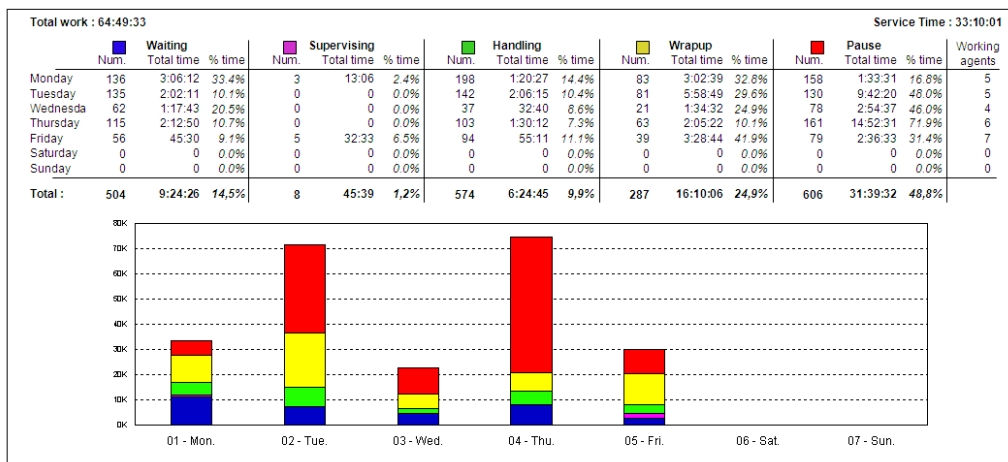
**Distribution:** allows selecting the type of distribution of activities (per month, week, days, hour, ½ hour, ¼ hour, (or no distribution at all).

**Begin/End hour:** allows specifying the common minimal hour interval to select (in case of distribution by hour, ½ hour or ¼ hour). If the system detects production data before

Agent activities - Agents state distribution  
of after the indicated begin/end hours, the report will take the totality of the production  
data into account, and not only the indicated interval.

Select on the right the supervision group or the supervisor you want to see the supervised data.

Once created, the report is presented in a separate window.



In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, the days of the week, the hours, ½ hours or ¼ hours in a day. (In this example, the distribution per day has been selected)

The detail of the numbers is presented in a table per agent activity:

**Num.:** number of occurrences of activities.

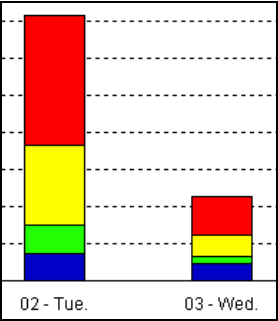
**Total time:** total time of the activity.

**% time:** percentage of time of the activity in comparison to the total time.

The last column **Working agents** indicates how many agents were detected during this period.

Under the table, a graph of the data is shown.

Agent activities - Agents state distribution (with e-mails)



The colors used for the distribution of data are indicated next to each activity above the table.

<div></div> Waiting	<div></div> Supervising	<div></div> Handling	<div></div> Wrapup	<div></div> Pause
---------------------	-------------------------	----------------------	--------------------	-------------------

The number of activities is displayed vertically; the unit of distribution is displayed horizontally.

This report doesn't report any e-mails related activities.

### 7.5 Agents state distribution (with e-mails)

This report gives an overview of the distribution of inbound calls and e-mails, together with their status in the frame of selected campaigns during a defined time period.

#### Options

This tab allows defining the additional parameters to filter the report data.

**Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

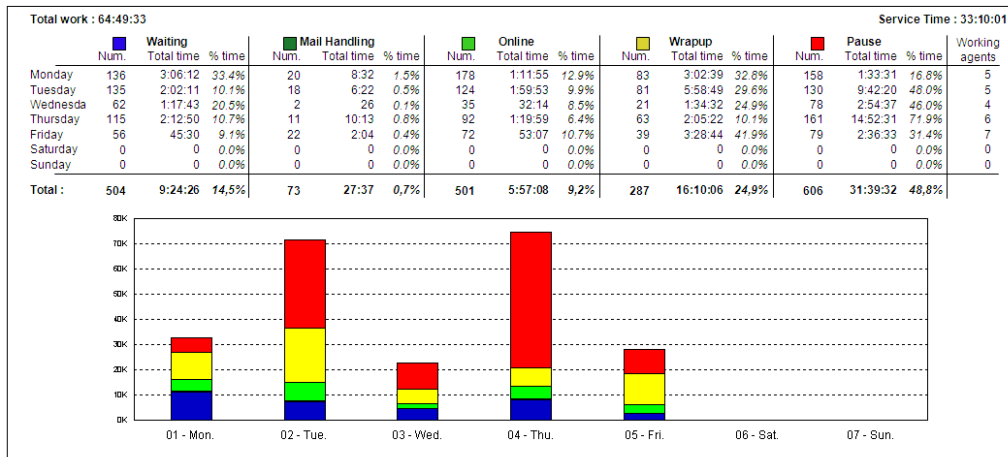
**Ignore Pause :** indicates that pause states must not be taken into account for reporting.

**Distribution:** allows selecting the type of distribution of activities (per month, week, days, hour, ½ hour, ¼ hour, (or no distribution at all).

**Begin/End hour :** allows specifying the common minimal hour interval to select (in case of distribution by hour, ½ hour or ¼ hour). If the system detects production data

Agent activities - Agents state distribution (with e-mails)  
before of after the indicated begin/end hours, the report will take the totality of the  
production data into account, and not only the indicated interval.

Once created, the report is presented in a separate window.



In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, the days of the week, the hours, ½ hours or ¼ hours in a day. (In this example, the distribution per week day has been selected)

The detail of the numbers is presented in a table per agent activity:

**Num.:** number of occurrences of activities.

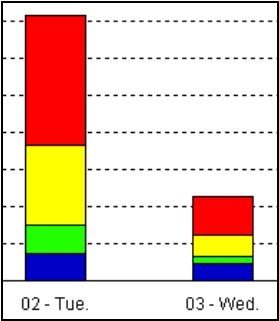
**Total time:** total time of the activity.

**% time:** percentage of time of the activity in comparison to the total time.

The last column **Working agents** indicates how many agents were detected during this period.

Under the table, a graph of the data is shown.

Agent activities - Billing by agent report



The colors used for the distribution of data are indicated next to each activity above the table.

<div></div> Waiting	<div></div> Mail Handling	<div></div> Online	<div></div> Wrapup	<div></div> Pause
---------------------	---------------------------	--------------------	--------------------	-------------------

The number of activities is displayed vertically; the unit of distribution is displayed horizontally.

## 7.6 Billing by agent report

This report was created to give an overview of the amount of worked hours of a particular agent during a specified period. In this report, a difference is made between “Active duration” (excluding Pause time) and “Login time” (including Pause time).

This report offers different options for opening:

- **Always include actions with no campaign:** actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn’t have any skill while being logged in.
- **Page break after each agent:** this option allows showing more than one agent per page.

**VOCALCOM**

**Billing Report**

1003: DELAGE, Nathalie	Login duration	Active duration
04/04/2011	9h39'53	5h53'41
05/04/2011	9h16'46	5h54'29
06/04/2011	7h09'58	3h51'51
07/04/2011	8h15'06	5h09'15
08/04/2011	4h29'13	4h29'13
<b>Total: 5</b>	<b>38h50'56</b>	<b>25h18'29</b>

1002: DUSSOUILLEZ, Cendrine	Temps de présence	Temps de travail
11/04/2011	6h53'29	6h47'03
12/04/2011	8h50'37	5h46'20
13/04/2011	8h38'31	6h41'34
14/04/2011	9h26'00	5h39'13
<b>Total : 4</b>	<b>33h48'37</b>	<b>24h54'10</b>

1003: DELAGE, Nathalie	Temps de présence	Temps de travail
11/04/2011	6h57'23	6h57'04
12/04/2011	8h17'48	7h09'24
13/04/2011	8h14'07	6h16'48
14/04/2011	8h25'56	7h01'04
15/04/2011	8h06'05	3h41'39
<b>Total : 5</b>	<b>40h01'19</b>	<b>31h05'59</b>

Résumé	Jours connectés	Temps de présence	Temps moyen de présence / jour	Temps de travail	Temps moyen de travail / jour
1000: BIDAN, Stéphane	1	3h42'42	3h42'42	2h30'30	2h30'30
1001: COUDRE, Sabrina	4	33h06'29	8h16'37	30h20'34	7h35'08
1002: DUSSOUILLEZ, Cendr	4	33h48'37	8h27'09	24h54'10	6h13'32
1003: DELAGE, Nathalie	5	40h01'19	8h00'16	31h05'59	6h13'12
<b>Total : 4</b>	<b>14</b>	<b>110h39'07</b>	<b>7h54'13</b>	<b>88h51'13</b>	<b>6h20'48</b>

**Login duration** and **Active duration** are displayed per agent and per day.

The last page of the report is the summary where the **Amount of days logged** is displayed as well as the **Total Active duration** and **Total Login time**.

## 7.7 Billing by date report

This report was created to give an overview of the amount of worked hours of a particular day and for the specified agents. In this report, a difference is made between “Active duration” (excluding Pause time) and “Login time” (including Pause time).

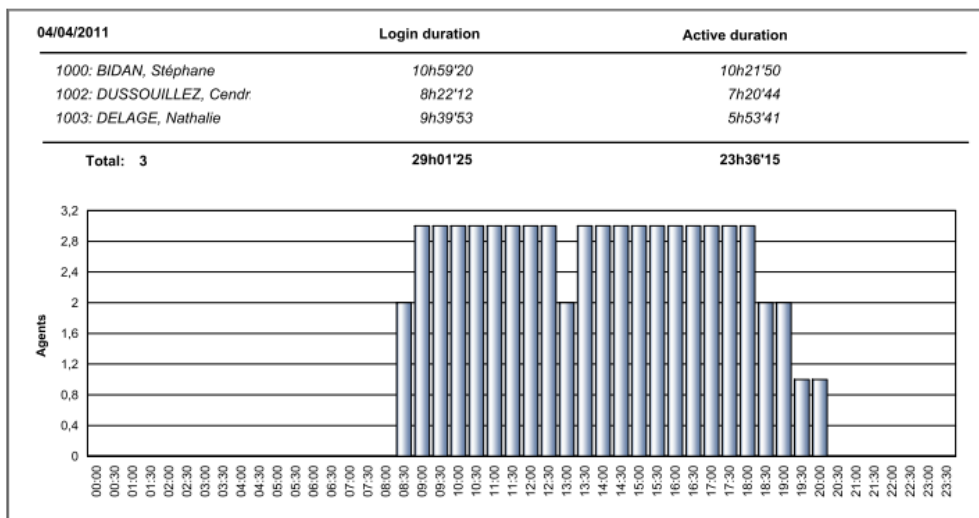
This report offers different options for opening:

- **Always include actions with no campaign:** actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.
- **Page break after each agent:** this option allows showing more than one agent per page.
- **Show graphics:** allows showing the graphic of max logged agents during specified interval
- 

VOCALCOM

Billing Report

From 04/04/2011 to 08/04/2011





A graphical view is also presented to show the maximum amount of agents present during a specified interval of time.

## 7.8 Agent production report

This report was designed to show the quality and the quantity produced by agents.

For each agent the quantity of “calls” and “emails” are displayed.

To measure the quality, we refer to call status categories used in Hermes .NET, which are **Argued calls** and **Positive calls**.

This report offers different options for opening:

- **Always include actions with no campaign:** actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.
- **Ignore pause:** this option allows showing or hiding the pause time.
- **Show campaign details:** allows showing per agent the different campaigns on which the agent has worked. The campaigns are displayed under the agent name



### Agent activities - Agent production report

VOCALCOM

Agents production report

From 04/04/2011 To 08/04/2011

Agents	Calls	E-mails	Nb. Argu.	% Argu.	Dur. Argu.	Argu./H.	Nb. Pos.	% Pos.	Dur. Pos.	Pos./H.	% Pos./Argu.	Work	Login
1008: Eric, Agenda	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h12'26	0h24'05
1013: STEPHANE, TT	2	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	1h02'18	1h23'05
FORMATION_FINAXY	2	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h53'24	0h53'39
1014: Etienne, Venot	2	0	2	100.00%	0h00'20	0.50	1	50.00%	0h00'28	0.20	50.00%	4h11'51	9h08'31
Manual	2	0	2	100.00%	0h00'20	62.10	1	50.00%	0h00'28	31.00	50.00%	0h01'56	0h03'59
1015: Sanchez, Philippe	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h00'00	0h00'23
1020: Delb, Bruno	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h13'21	0h35'13
1021: Allonsius, Jean-Claude	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h09'45	0h11'28
8529	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h02'10	0h03'23
1023: Support, Agent 1	2	0	2	100.00%	0h07'34	5.30	0	0.00%	0h00'00	0.00	0.00%	0h22'49	0h35'42
Manual	2	0	2	100.00%	0h07'34	5.30	0	0.00%	0h00'00	0.00	0.00%	0h22'49	0h34'44
1999: RINGO, FORMATION	9	0	5	55.60%	0h00'46	16.80	4	44.40%	0h00'45	13.40	80.00%	0h17'51	0h17'58
8529	5	0	3	60.00%	0h00'41	21.00	3	60.00%	0h00'41	21.00	100.00%	0h08'35	0h08'42
ATION_RINGO_SORTANT	4	0	2	50.00%	0h00'54	13.40	1	25.00%	0h00'57	6.70	50.00%	0h08'59	0h08'59
2000: Sanchez, Steeve	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	1h30'14	1h33'03
Manual	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h06'32	0h06'32
5555: FORMATION, FINAXY	6	0	3	50.00%	0h01'37	3.70	3	50.00%	0h01'37	3.70	100.00%	0h48'01	0h50'24
8529	1	0	1	100.00%	0h01'03	53.70	1	100.00%	0h01'03	53.70	100.00%	0h01'07	0h01'07
FORMATION_FINAXY	5	0	2	40.00%	0h01'54	2.60	2	40.00%	0h01'54	2.60	100.00%	0h46'34	0h46'58
8888: Lhachimi, hicham	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h01'34	0h01'39
9999: Nakos, Roussis	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h00'36	0h00'44
Summary	23	0	12	52.20%	0h02'02	1.40	8	34.80%	0h01'02	0.90	66.70%	8h50'46	15h02'15

For each of these 2 categories the statistics are provided

#### Argued category:

- Nb argued: amount of qualified argued calls
- % argued: amount of argued compared to total of calls
- Avg duration: average duration of a argued call
- Arg/H: amount of qualified argued calls per hour

#### Positive category:

- Nb positive: amount of qualified positive calls
- % positive: amount of positive compared to total of calls
- Pos duration: average duration of a positive call
- Pos/H: amount of qualified positive calls per hour
- Pos/Argu: Positive calls compared to argued calls

At the right of the report page, the work time (with pause time excluded) as well as Login time are displayed (with pause time included).

At the bottom of the report page a "Summary" is provided.

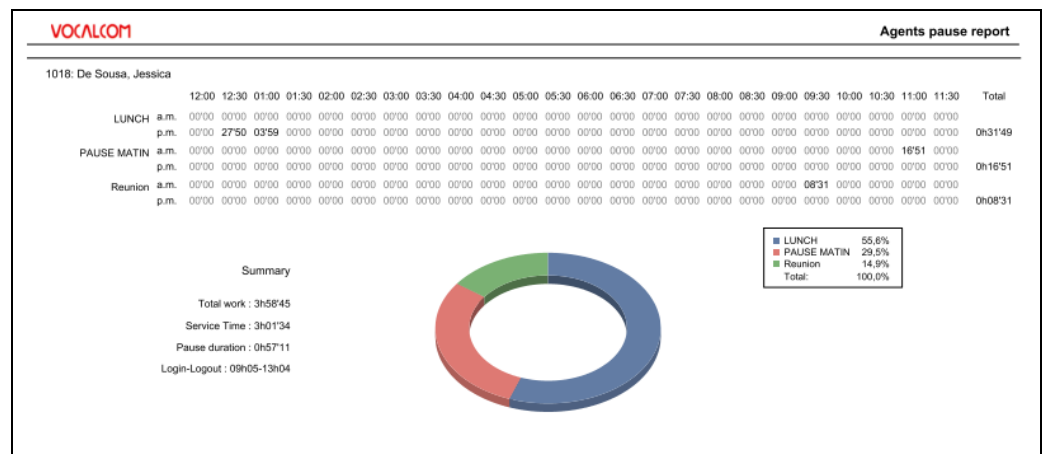
## 7.9 Agent pause report

Agent activities - Agent pause report

This report has been designed to give a complete overview of the pauses used by agents per interval and during a specified period.

This report offers different options for opening:

- **Always include actions with no campaign:** actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.
- **Page break after each agent:** this option allows showing more than one agent per page.



Following data are shown in the report:

- Each pause reason used by agent is divided in 2 horizontal lines: am (morning) & pm (afternoon).
- The different day intervals (12:00 → 11:30) are presented vertically and allow checking exactly when a certain pause has been used and also for how long.
- At the end right of the report the total time of the pause is displayed.
- A graphical view is also displayed showing the proportion of each pause.

## 8 IVR REPORTS

### 8.1 IVR Distribution report

This report gives an overview of the distribution of the IVR visits per hour.

The following information is displayed per column:

- Visits: amount of visits in the IVR
- Max duration: indicates the length of the longest visit duration
- Avg duration: indicates the average duration of a visit
- Min duration: Indicates the length of the shortest visit duration
- Hand by agent: indicates the call that has been forwarded to an agent
- Hang-up in IVR: calls which ended in IVR following a system disconnection
- Abandons: calls which ended in IVR following a user disconnection (hang up)

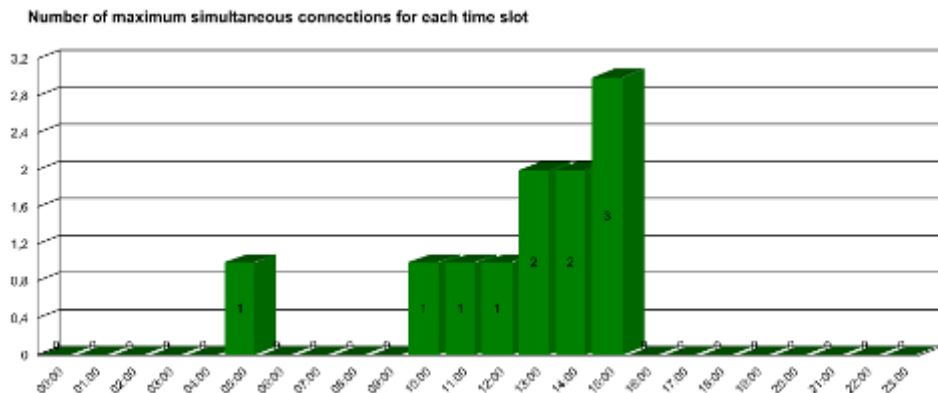
#### VOCALCOM

#### IVR distribution report

Campaign : 7010 Vocalcom 0171187010  
IVR : 993 SVI\_URL  
For 28/03/2011

	Visits	Max duration	Avg. duration	Min. duration	Hand. by agents	Hangup in IVR	Abandons
05:00	2	0h00'10	0h00'07	0h00'04	0 0.00%	0 0.00%	2 100.00%
06:00	0	0h00'00	0h00'00	0h00'00	0	0	0
07:00	0	0h00'00	0h00'00	0h00'00	0	0	0
08:00	0	0h00'00	0h00'00	0h00'00	0	0	0
09:00	0	0h00'00	0h00'00	0h00'00	0	0	0
10:00	1	0h00'10	0h00'10	0h00'10	0 0.00%	0 0.00%	1 100.00%
11:00	4	0h00'27	0h00'21	0h00'13	0 0.00%	0 0.00%	4 100.00%
12:00	7	0h00'34	0h00'23	0h00'05	0 0.00%	0 0.00%	7 100.00%
13:00	22	0h00'34	0h00'15	0h00'04	0 0.00%	0 0.00%	22 100.00%
14:00	23	0h00'34	0h00'15	0h00'04	0 0.00%	0 0.00%	23 100.00%
15:00	14	0h00'34	0h00'13	0h00'01	0 0.00%	0 0.00%	14 100.00%
<b>Total</b>	<b>73</b>	<b>0h00'34</b>	<b>0h00'15</b>	<b>0h00'01</b>	<b>0 0.00%</b>	<b>0 0.00%</b>	<b>73 100.00%</b>

A graph is also generated indicating the amount of simultaneous visits (vertical scale) for each time slot (horizontal scale).



## 8.2 IVR Message report

This report gives an overview of the distribution of the IVR messages (markers). Those markers are placed at some points in the IVR branches and every time a call passes through one of the markers, a new occurrence is registered (see IVR editor documentation for the configuration of the markers).

An average duration is also displayed under the message.

The total amount of visits per message is displayed at the end of each message.

**VOCALCOM**

IVR messages report

Campaign : 8522  
IVR : 846 SVI\_ABRISUD  
From 01/01/2011 To 28/03/2011

	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Marqueur statistiques Test-Ouverture	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	1	5	8	3	0	0	0	0	0	18
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Service Ferm??	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	0	1	0	0	0	0	0	5
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:04	00:00	00:00	00:04	00:12	00:00	00:04	00:00	00:00	00:00	00:00	00:00	00:07
Service Ouvert	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	4	2	0	0	0	0	0	12
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:11	00:00	00:00	00:00	00:11	00:08	00:11	00:00	00:00	00:00	00:00	00:00	00:09
Menu	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	4	2	0	0	0	0	0	12
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:12	00:00	00:00	00:00	00:24	00:39	00:26	00:00	00:00	00:00	00:00	00:00	00:26
Branche Info (CHOK 1)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:24	00:09	00:00	00:00	00:00	00:00	00:00	00:00	00:17
Branche Planning (CHOK 3)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:25	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:25
SAV	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Service Ferme Weekend	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Avg. duration	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:04	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:04

## 8.3 IVR durations report

This report shows the different markers of the IVR script and how long the calls spend in each one of them. Those markers are placed at some points in the IVR branches and every time a call passes through one of the markers, a new occurrence is registered (see IVR editor documentation for the configuration of the markers) Graduation is divided in 5 segments: Less than 5sec, between 5 sec and 20 sec, between 1 min up to 5 min, more than 5 min.

**VOCALCOM**

**IVR durations report**

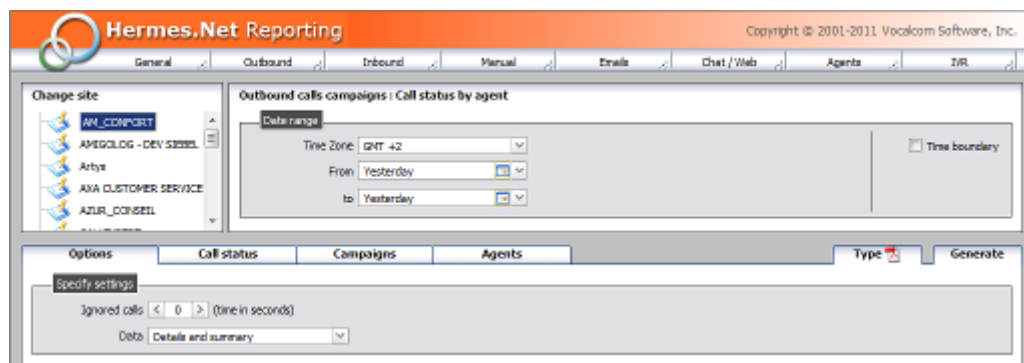
Campagne : 8395 024678395  
SVI : 42 roussis  
Le 10/02/2011

	Moins de 5s	De 5s à 20s	De 20s à 1min	De 1min à 5min	Plus de 5min	Total
Menu Interactif (1)	1	1	0	0	0	2
Strat??gie de fin d'appel (1)	4	0	1	0	0	5
PASSAGE FR	1	0	0	0	0	1
Saut (1)	1	0	0	0	0	1

## 9 SCHEDULING REPORTS

### 9.1 Setup & Save report

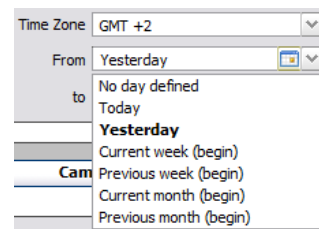
The first step of scheduling a report is to choose the report you want to schedule from the top menu. In the example here below, we've chosen the "CallStatus by agent report".



Next choose the periodicity of your scheduling and select the appropriated "Date range" for your report. You can either select a **static** date range (ex: 01/01/2011 to 31/02/2011) or a **dynamic** range by selecting a predefined dynamic date range from the "From" field and from the "To" field:

Open the dropdown list to choose from the following options:

- **Today**: will select data related to the day of the report generation
- **Yesterday**: will select data related to the day of the report generation -1 day
- **Current week**: will select data of the current week until the day of generation





## Scheduling reports - Schedule report

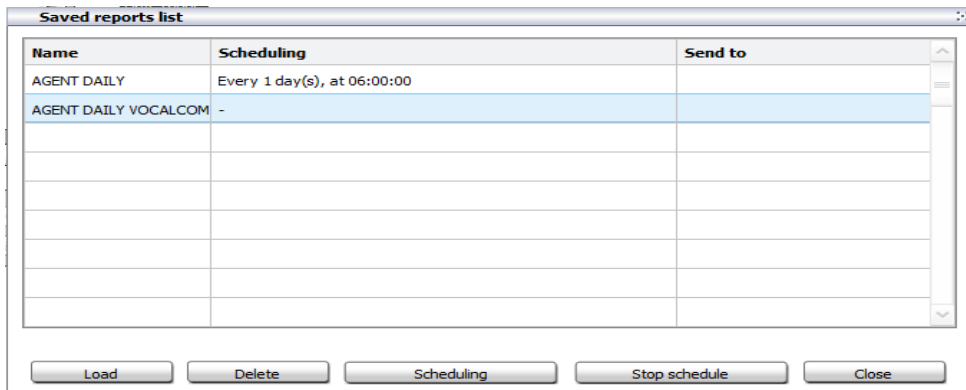
- **Previous week:** will select data from previous week (Monday to Sunday)
- **Current month:** will select current calendar month
- **Previous month:** will select previous calendar month

For a daily report make sure to select "Yesterday" on order to get the data -1 day.

Once you've selected the date range you can save this report configuration by opening the menu: **General \ Save this report.**

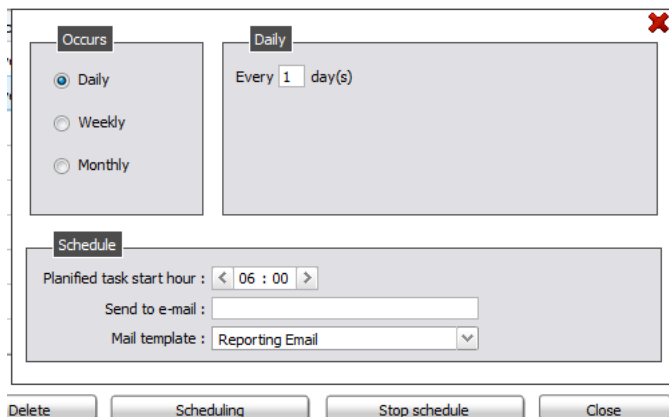
## 9.2 Schedule report

Go to the **General** menu and open the "**Saved reports list**". You will see the list of all the saved report configurations.



Name	Scheduling	Send to
AGENT DAILY	Every 1 day(s), at 06:00:00	
AGENT DAILY VOCALCOM -		

Select the one you wish to schedule and press the “**Scheduling**” button at the bottom part of the screen.



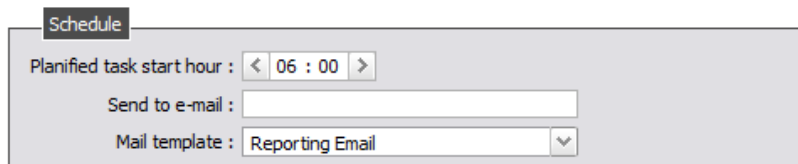
Now select the frequency (“Occurs”) of the report generation by selecting Daily, Weekly, Monthly according to the date range you’ve selected on the report setup.

You can as well select the time of generation from the “Schedule” area: Planified task start hour.

## 9.3 Send report via Email

To send the report by email as an attachment:

- Specify in the “Send to e-mail” field one or more email addresses separated by “;”.
- Also select the mail template you want to use to attach the document to. The mail templates are created in the administration module (menu “outgoing media\Outbound email\Templates for reporting)

















There's no button so save this operation, you can simply close the screen using the red cross.  
Your report will from now on be generated automatically and sent by email.

## 9.4 Open generated report

You can always open reports that have been scheduled and sent by email.

Go to menu "General \ Generated reports list:

### Generated reports list

Report	State	Date	Begin	End	Type	Actions
 AGENT DAILY	Report generated	vendredi 1 avril 2011	06:00:04	06:00:07		Open Delete
 AGENT DAILY	Report generated	jeudi 31 mars 2011	06:00:01	06:00:03		Open Delete
 Chat status by agent distribution	Report generated	mercredi 30 mars 2011	17:26:20	17:26:25		Open Delete
 Call file progress report	Report generated	mercredi 30 mars 2011	12:02:05	12:02:06		Open Delete
 Call file progress report	Report generated	mercredi 30 mars 2011	12:01:24	12:01:28		Open Delete
 Call status by agent	Report generated	mercredi 30 mars 2011	12:00:34	12:00:38		Open Delete
 Agents report	Report generated	mercredi 30 mars 2011	11:59:29	11:59:35		Open Delete

You new freshly generated reports will be presented in the list of the generated report together with all the other reports you've created manually or automatically scheduled.